The Helpdesk/Customer Service Officer is responsible to the Principal through the Information Communication Technology Manager and Business Manager. This position is part of a team and the work of the Helpdesk/Customer Service Officer will be supported by other members of the Information Communication Technology Department.

Responsibilities:

- Helpdesk phone, email and software support.
- Helpdesk ICT issues co-ordination with ICT Support Staff.
- Customer support for management, staff, teachers and students in relation to ICT issues.
- ICT documentation.
- General ICT administrative assistance.
- Communication, both written and verbal with College staff and students.
- Assist IT Support with organization and time management of ICT issues.
- Assist with maintenance and development of ICT process documentation.

General Work Description:

The position requires a high level of Customer Service. The purpose intended is to enable effective liaison between Staff/School Management/Teachers/Students and ICT Support. This will ensure that ICT provide a more efficient, faster and managed service.

The Helpdesk person will be responsible for all incoming Helpdesk requests, either via Helpdesk on the computer or through contact by phone. All requests will be directed, according to urgency, to relevant technicians. Effective communication between ‘Users’ and ICT support will be maintained, through Helpdesk, in an effort to minimize any confusion, doubling up of jobs and generally to ensure that everything runs accordingly.

The position also requires general administrative assistance. In correlation with other members of the ICT support staff, inventory and records will be maintained and updated.

Attention to detail and commitment to task completion is needed together with a team focused attitude.