

JOB DESCRIPTION

Job Title: Helpdesk Assistant

Grade: 2

Responsible to: Helpdesk Manager

Job Purpose:

To assist the Helpdesk Manager, to ensure the provision of world class customer services ensuring all Estates and Facilities requests are dealt with effectively and efficiently.

Working with the Helpdesk Manager the Helpdesk Assistant will act as first point of contact for customers, staff and suppliers contacting the Estates and Facilities Helpdesk.

Experience of computer aided facilities management systems (CAFM) would be an advantage

Main Duties and Responsibilities:

- To be first point of contact for all customer enquiries
- Support the Helpdesk Manager in the development of Helpdesk policies and procedures to support the operation of the Planon CAFM system
- Support the Helpdesk Manager in the organisation and distribution of Helpdesk tasks, adhering to defined processes, policies and daily tasks in place
- Support and assist customers in the logging of Helpdesk faults and requests received via telephone, email or the self-service Planon CAFM portal
- Obtain and evaluate all relevant information to prioritise and resolve requests accordingly
- Liaise closely with the Estates and Facilities teams to gather feedback and information on jobs in progress, to update the Helpdesk system and customers to resolve and close jobs in a timely manner.
- Prioritise faults and requests logged in the Helpdesk system
- Monitor work progress and provide regular updates to customers throughout the lifecycle of a job

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- Process 'New Works' requests received via the Helpdesk system, assisting the Estates and Facilities teams in the creation of Estimates/Quotations and purchase orders, in order for work to be recharged (working closely with the finance team)
- Triage and escalate customer complaints as necessary, working closely with Helpdesk management to provide a satisfactory outcome to stakeholders wherever possible, delivering a world class customer service
- Proactively seek and encourage the logging of customer feedback, engaging stakeholders (i.e. Logging of Compliments, Suggestions and Complaints where necessary)
- Support Estates and Facilities Management in the logging and processing of defects on the Helpdesk system
- Process the logging of Events in the system to ensure the relevant works are progressed by the various teams involved in an event
- Manage day to day administration and filing
- Support the Helpdesk Manager in the extract of Helpdesk reports from the Planon CAFM system and data analysis where relevant

General duties and responsibilities

- Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

PERSON SPECIFICATION

Post Title: Helpdesk Assistant

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Educated to GCSE level or equivalent	
Experience / Knowledge	A minimum of one year's experience of working in a customer orientated environment and of delivering a high level of Customer service	Experience of working within an HE facilities/ Estates environment Experience of using computer aided facilities management systems
Skills / Personal Requirements	<p>Excellent verbal and written communication skills</p> <p>A passion for providing a world class customer service</p> <p>Excellent interpersonal skills and the ability to build effective professional relationships with colleagues at all levels/ different areas and external stakeholders</p> <p>Be able to maintain confidentiality</p> <p>Flexible and proactive approach to teamwork</p> <p>Experienced in the use of the Microsoft Office and be able adapt quickly to new software packages</p>	