



# Global ICT Helpdesk Analyst

<b>Location</b>	Various	<b>Department</b>	Corporate Services
<b>Reports to (Job Title)</b>	<a href="#">Global Lead Support Analyst</a>	<b>Salary Band</b>	E mid
		<b><u>Competency level</u></b>	2

## Role definition

### Role Context and purpose

To provide first line ICT support, as part of the Service Desk.

### Role purpose:

- Contribute to the provision of an effective and efficient ICT support service to Christian Aid’s global staff, in line with customer service standards.
- Respond to technical support calls/enquiries (regardless of origin); determine appropriate solutions and implement them, working to resolve as many calls as possible upon first point of contact within agreed procedures.
- Deliver effective and efficient administration of user network and systems accounts and set-up, installation and configuration of hardware & software.
- Diagnose, document and escalate issues to other support teams within ICT as needed.
- When necessary, act as part of the Emergency Response Team within region of employment.
- When necessary, assist with elements of office setup and closedown within region of employment.
- Assist with the translation of instructions or procedures.

### Key Deliverables

- Issues are attended to (by telephone, Email or through Christian Aid’s helpdesk software) professionally and competently.
- A high number of problems and requests are resolved “first time” by following standard procedures and the appropriate use of initiative.
- Escalated issues are passed to other ICT teams in an appropriate way, having first been triaged and diagnosed as far as possible.
- Internal customers are highly satisfied with the level of support provided.
- Changes are well managed.

### Role Agility

<b>Expected national travel per annum</b>	Occasional travel	<b>On call/unsocial hours</b> No
<b>Expected international travel per annum</b>	Occasional travel	

In order to respond to ever changing demands within the environment, Christian Aid operates within an agile framework (both in workforce and operational) that requires from all employees, a high level of responsiveness and adaptiveness to processes and structures making flexibility and a project based working approach the norm. To sustain this system, managers may/will agree further details of specific tasks and duties as part of the performance agreement. Any reasonable duty may be assigned that is



consistent with the nature of the job and its level of responsibility, and employees may be required to change the focus of their role from time to time.

**Role requirements**

**Relationships**

**External** Third party suppliers  
**Internal** All internal customers, other ICT staff

**Decision making**

Acts as a primary interface between ICT and the rest of the organisation in respect of support calls. Responds to technical support calls/enquiries, determines appropriate solutions and implements them, working to resolve as many calls as possible upon first point of contact within agreed procedures. Has technical responsibility for work performed and decisions taken. Has access to secure systems and information. Replaces faulty equipment from stores and is responsible for liaising with 3rd party suppliers as necessary. Initiates requests for new hardware or software. Contributes to ICT projects as required.

**Budgetary/savings responsibility**

None

**Analytical Skills**

Applies specialist and detailed technical expertise. Develops job knowledge and expertise through continual professional development. Shares expertise and knowledge with others. Uses technology to achieve work objectives. Demonstrates an understanding of different organisational departments and functions

**Developing self and others**

Works to maintain and extend skillset through ongoing professional development. Shares knowledge with others. Willing and able to learn from colleagues and experience

*Number of direct reports: 0      Overall people management responsibility: 0*

**Role related checks**

**DBS clearance** Not required    **Counter terrorism screening** Not required

**Person specification**

**Applied skills/knowledge and expertise**

**Essential**

- A+ Certification hardware and software support skills or equivalent.
- HND in IT Technology or Computer Science.
- ITIL procedures and LAN and WAN principles.
- Proven substantial computing experience in a technical environment of delivering effective support for current Microsoft Windows and Office products; network administration of user accounts using Active Directory and Exchange mail server; hardware and software installation and trouble-shooting; use of remote desktop support tools.



- Substantial experience of tracking work and meeting deadlines, including the use of helpdesk system

**Desirable**

- ITIL foundation or customer care certification
- MCP or MCSE certification
- Experience of working in the charity sector

**Digital/IT competencies required**

<b>Word, Excel, PowerPoint</b>	Advanced	<b>Web content design &amp; development</b>	N/A
<b>Internet based collaboration tools and video calling</b>	Advanced	<b>Social Media</b>	N/A
<b>Data Visualisation</b>	N/A		

<b>DATE CREATED</b>	17/01/2020
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<b>DATE REVIEWED</b>	09/05/2023
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