



JOB DESCRIPTION



JOB TITLE:	IT Helpdesk Officer
DEPARTMENT:	Support Services
REPORTS TO:	IT Manager
RESPONSIBLE FOR:	None
MAIN PURPOSE OF JOB:	Working in a small IT team, the post holder will be the main helpdesk contact for all stakeholders within Sleep Scotland and Teens+ to assist with the organisation's IT requirements, support colleagues to work efficiently and effectively with all appropriate forms of technology.
MAIN DUTIES:	<p>1. Service Delivery:</p> <p>Support duties:</p> <ul style="list-style-type: none">• Serve as first point of contact for stakeholders within Sleep Scotland and Teens+ seeking technical assistance over phone, email and in person• Log, troubleshoot and resolve IT issues using our internal Helpdesk solution• Responding in a timely manner to issues and requests and meet agreed SLA's• Document resolutions within Knowledge Base• Installing, configuring and repairing computer hardware and peripherals• Administrative and end user assistance of applications such as Office 365• Liaise with external IT support and partners when required• Induct and train new employees on IT systems• Advise on staff IT training needs• Ensure IT inventory is fully up to date <p>General duties:</p> <ul style="list-style-type: none">• Work closely with IT Team to fully understand Project work and input into future strategic plans.

	<ul style="list-style-type: none"> • Keep up-to-date with IT industry • Carry out other duties as may be reasonably required to support colleagues <p>2. Relationships with Stakeholders:</p> <ul style="list-style-type: none"> • Foster and maintain good working relationships with internal and external stakeholders. <p>3. Management of Staff:</p> <ul style="list-style-type: none"> • None <p>4. Financial Administration Responsibilities:</p> <ul style="list-style-type: none"> • Adhere to all financial protocols in relation to the purchase and maintenance of IT equipment. • Provide input into IT budget and procurement <p>5. Safety Procedures:</p> <ul style="list-style-type: none"> • Comply with all Sleep Scotland HR policies, procedures and systems; • Comply with all responsibilities under Health and Safety <p>6. Other:</p> <ul style="list-style-type: none"> • None
OTHER DUTIES:	To carry out other duties as required responding to organisational priorities which may require attendance out with normal working hours.