****

**Job Description – First Line IT Support Assistant**

# Job Title: First Line IT Support Assistant

**Grade and Salary**: B & £22,962 gross per annum

**Contract**: Permanent

**Location**: Secretariat, London

**Department**: Finance, IT & Support Services

**Responsible to**: IT Manager

**Relations with Others:** There will be a need to work closely with staff across all staff of all

other departments and International Offices to ensure that all the IT support needs are met.

**Background**

HelpAge International (HelpAge) is a global network helping older people claim their rights, challenge discrimination and overcome poverty, so that they can lead dignified, secure, active and healthy lives. Our policy work underpins our external influencing agenda and communications outreach work. It supports and builds on the organization’s programming and evidence work in our strategic priorities of social protection and work, health and care, rights and discrimination and DRR and emergencies. Social protection has been a major area of policy influencing for HelpAge International for more than a decade, and is a core component of HelpAge’s organisational strategy to 2020.

**Job Purpose**

IT systems are crucial to the operations of HelpAge International and this First Line support role would provide support to the IT manager in PC and User support. This would extend to most aspects of helping to manage the London PC environment while extending some support to the bespoke databases within HelpAge International plus providing training to users.

**Overall purpose of the job**

The First Line IT Support Assistant will provide IT desktop support to all staff in the London office and remote advisory support to all International offices. Additionally, there is a requirement to assist in supporting our Office365 environment.

**Job Responsibilities**

The First Line IT Support Assistant has the following list of responsibilities.

* Support and administer HelpAge International’s Cloud based communications system (Office365)
* Support the computer users in the London office and provide first Line support
* Process payments for computer workstation equipment and software purchases for London and some international IT services on behalf of the IT Manager
* Provide internal training in the use of database applications software to staff members
* Work together with the IT Manager to ensure HelpAge IT equipment is asset managed
* Help to develop new Internal IT systems with the IT Manager
* Manage and monitor all Internet lines to check for system outages
* Monitor internal IT systems with support from the IT manager
* Manage the loan system for all HelpAge Laptops and Smartphone devices
* Book meetings rooms and assist with the setup of IT equipment and conference calls
* Assist the IT manager with the VOIP systems
* Manage the HelpAge Internal Database alongside the IT manager
* Collate data for Data protection purposes alongside the IT manager
* Assist with the adhoc In-house training of users in the use of email and office systems
* Provide technical support and assistance support to all HelpAge computer users

**General**

* To undertake any other tasks as designated by the IT Manager

**Person Specification**

**Essential criteria**

**Experience**

* Demonstrated experience of providing support in a busy IT environment
* Excellent IT skills; confident use of Excel spreadsheets and all Microsoft Office software packages
* Understanding and working knowledge of TCP/IP
* Basic knowledge of routers and firewalls
* Good knowledge of Windows 7, Macs and Vista
* Previous experience of Windows XP, 7 or 8 MCP
* Willing to work with IT and non-IT staff to explain and improve their understanding of IT systems and databases
* Understanding of VPN technology and Remote Desktop Services

**Skills and Abilities**

* Excellent verbal and written communications skills
* Good analytical and problem solving skills
* Co-operative and supportive team player
* Excellent attention to detail and high levels of accuracy
* Good customer service skills with a patient and helpful helpdesk manner
* Good organisational and planning skills to work to deadlines
* Flexible, co-operative and supportive team player
* Ability to work on own initiative and manage own workload when IT Manager not on site
* Commitment to the aims and values of the organisation and the department
* Ability to work under pressure deadlines in a fast paced environment

**Desirable**

* Project planning and presentation skills
* Knowledge of Office365 management