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**JOB DESCRIPTION**

**JOB TITLE:** First Line IT Support Assistant

**GRADE & SALARY:** B & £22,962 gross per annum

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

**LOCATION:** Head Office, London

**RESPONSIBLE TO:** IT Manager

**RELATIONS WITH OTHERS:** Close co-operation with staff across all departments to ensure that all IT support needs are met.

# BACKGROUND

HelpAge International is the Secretariat of a global network, currently with 114 member organisations with a vision of a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. The Headquarters of the Secretariat is in London, with six Regional Centres in Thailand, Nepal, Jordan, Chile, Kenya and South Africa. We also have a small office in Brussels to represent us at the EU. We employ more than 400 people worldwide.

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

# PURPOSE OF THE JOB

To provide IT desktop support to all staff in the London office and remote advisory support to all International offices. In addition to this, assist in supporting our Office365 environment.

**KEY 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
* Payment processing of 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
* In collaboration with the IT Manager, ensure HelpAge IT equipment is asset managed
* In collaboration with the IT Manager, develop new Internal IT systems
* Manage and monitor all Internet lines to check for system outages
* Monitor internal IT systems with support from the IT manager
* Manage loan system for all HelpAge Laptops and Smartphone devices
* Assist with the setup of meeting rooms and Conference calls where necessary
* Assist the IT manager with the VOIP systems
* Assist in the management of HelpAge Internal Database
* Assist the IT Manager in collating data for Data protection
* Assist with the adhoc In-house training of users in the use of email and office systems

**PERSON SPECIFICATION**

# Essential

* Significant work experience in a busy IT support environment
* Working knowledge of MS Office
* Working Knowledge TCP/IP
* Technical knowledge Windows 7, Macs and Vista
* Experience of Windows XP, 7 or 8 MCP
* Basic Knowledge of routers and firewalls
* Patient and helpful helpdesk and technical support to all HelpAge computer users
* Knowledge of VPN technology
* Knowledge of Remote Desktop Services
* Organised approach to work
* Good analytical skills
* Able to work on own initiative and prioritise workload when IT Manager not on site
* Excellent verbal and written communications skills
* Co-operative and supportive team player
* Ability to work to deadlines
* Commitment to the aims and values of the organisation

**Desirable**

* Project planning and presentation skills
* knowledge of Office365 management