HAIG HOUSING
JOB DESCRIPTION

Job Title: **ICT Helpdesk Coordinator**
Reports to: IT Manager
Line Management: None

JOB SUMMARY

User Support & Training
- Working with external Managed Service Providers (MSP) to support staff with technical support including software, hardware, and connectivity issues
- Manage and troubleshoot employee devices such as laptops and mobile devices
- Lead on the employee on-boarding procedure including provisioning laptops, mobiles, accounts and respective access.
- Provide support to the ICT manager with reporting, contact management and asset management.
- Proactively support colleagues and engage with all areas of the business.

Security & Compliance
- Assist the ICT manager with implementation of cybersecurity training programs (KnowBe4)
- Ensure staff compliance with industry standards and organizational ICT policies.
- Perform regular audits of systems, Data and network locations.

Software & Hardware Management
- Assist with hardware deployment for new starters.
- Maintain an inventory of hardware and software assets.
- Collaborate with vendors to procure necessary equipment and manage warranty claims and contracts.

Cloud Support
- Administer and manage cloud services such as Microsoft Azure, O365 and Haig bespoke systems such as Cx (Housing) and Sun/P2P (Finance).
- Help to maintain SharePoint and OneDrive environments and end-user support.

Documentation & Reporting
- Maintain accurate and up-to-date documentation of system and Application configurations and procedures.
- Create reports on IT performance, system usage, and incidents for management review.
- Working with the ICT manager to deliver small medium and large scale projects.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Education		
Certification (CompTIA Network+, CompTIA Security+)	X	
BSc/BA in information technology or computer science		X
Knowledge, Skills and Experience		
Proven experience as ICT coordinator or similar role	X	
Solid knowledge of IT systems and applications	X	
Understanding of VoIP and Wi-Fi technology	X	
Ability to troubleshoot and resolve technical issues	X	
Excellent troubleshooting skills and attention to detail	X	

Summary only – all aspects subject to variation

Up to date knowledge on GDPR	X	
Experience of providing basic training on IT systems		X
Personal Qualities		
Strong communication and interpersonal skills	X	
Excellent organizational and coordination abilities	X	
Patience and empathy when dealing with challenging scenarios	X	
Demonstrable collaborative working ethic	X	
Self-motivated individual who will support organisational values	X	
Comply with responsibilities regarding safeguarding and training	X	
A problem solver, with clear evidence of a proactive, collaborative, and agile mindset		X
Reliable and flexible as working in a small team	X	
Commitment to working within an equal, diverse, and inclusive environment	X	

Summary only – all aspects subject to variation