

IT Helpdesk Support Officer (Technical)

Salary: £27,807 - £30,162 per annum (Grade 5)

Contract type: Full-time (36.5 hours per week), Permanent

The challenge

As Wales' largest awarding body, at WJEC we contribute to our education communities by providing trusted qualifications and specialist support, to allow our learners the opportunity to reach their full potential. This is a fantastic chance to be part of an organisation that both encourages and enhances the minds of tomorrow.

The role:

Our Helpdesk technical team play a key part in supporting the wider IT function. This role provides an opportunity for someone who is passionate about technology and expanding their knowledge and experience of IT systems, procedures, and operations, whilst working as part of a dynamic team. The role is suitable for those with a solution-oriented mindset, a willing to learn and happy to just give things a go.

The person:

You will be part of a team that delivers and manages IT Support across the organisation and to external customers. You will administer services, incidents and change IT requests using problem solving skills to identify issues and progress calls to solution. To thrive in this role, you'll have excellent communication skills and the ability to adapt & present information in different ways, depending on the audience.

Our benefits:

WJEC is a welcoming and supportive organisation, which is proud to offer a range of generous employee benefits including: 25 days annual leave a year (plus 16 statutory/ additional days), training and development opportunities including free Welsh language courses, and a good pension scheme. Whilst there will be times when you are required to work on-site in our Cardiff office, we would be happy to consider requests for flexible and/or homeworking from the successful applicant.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 23:59; Tuesday 17 September 2024

Interviews are expected to take place on Friday 27 September 2024

JOB DESCRIPTION

Job title	IT Helpdesk Support Officer (Technical)
Department:	IT
Section:	IT Helpdesk
Responsible to:	IT Service Delivery Manager
Grade:	5
Location:	Hybrid Working - Western Avenue/Treforest/Home-based
Main purpose of Job:	

Provide administrative & end user helpdesk support for all IT services, including internal teams, IT infrastructure and development teams, National Tests, and other external customers.

Principal Duties and Responsibilities:

IT Helpdesk and Internal Support

- Provide 1st and 2nd line technical support for internal staff for equipment and WJEC systems.
- To prepare, set up and provide hardware and equipment for internal staff, at home and in office space.
- Creation of user accounts and assignment of appropriate roles within WJEC platforms and systems. E.g. Surpass, Portal, AS400.
- Support the administration & management of WJEC Centre and Appointee facing platforms. i.e. Secure Website, Portal, Surpass, Appointees Management System (AMP), Sharepoint.
- Assist in the preparation and updating of user guides and FAQs.

Technical and Infrastructure support

- Work with technology partners & participate in testing of new software and systems releases as well as fixes to bugs and issues.
- To manage account administration and access for starter/mover/leavers on the network using IT administration tools e.g. Active Directory, Azure AD. Ensuring relevant access to tools and systems for the role.
- To collate responses to questionnaires received from centres and internal staff
- To assist the induction process for new starters for WJEC systems and equipment.
- To asset and monitor IT equipment stock and prepare redundant equipment for secure disposal.
- To deploy software packages and systems updates to users and support the provision and maintenance of software Licenses
- To support IT security, through the use of security tools (e.g. Avecto, MimeCast). Advise staff on best IT security practices. To take appropriate action (removal of relevant access), log and when needed escalate breaches and security concerns to IT Network Manager.

Centre and External Support

- Provide 1st line support to schools in respect of National Tests and Personalised Assessments
- Provide support for centres including telephone support and responding to requests for information, preparing introductory packs for new centres & preparation of other communications
- Provide 1st line technical support including account creation and admin for centres and candidates for WJEC Centre and Appointee Facing Platforms E.g. Secure Website, Portal, Surpass (E-Submission and E-Assessment)
- Liaise with colleagues in providing 2nd line technical support to centres
- Action the necessary security steps to reported IT centre security breaches.
- Provide 2nd line support to Appointees on technical issues and access issues E.g. SharePoint, AMP, Secure Website, E-Marker
- Updating of online documentation/web pages
- Provide 1st line support for Data Protection inbox including the provision of subject access requests.
- Work with 3rd party technology partners in resolving technical or operational issues.

Technical and operational administration.

- Administer Backups and Recoveries of systems. E.g. Iseries.
- Support the Audio and Visual officer in performing key Sound Studio operations. E.g. creation and checking of files for use with live assessments.
- To support IT Procurement administration.
- Assist with the user acceptance testing of BAU changes
- Administer and undertake checking on examination processes throughout the examinations cycle. E.g. processing of Grading & Results files.
- To provide administrative support to the E-Assessment team in E-Submission and E-Assessment tasks. E.g. Checking of materials, management of data.

Any other appropriate duties commensurate with the role.

Person Specification

Job title: IT Helpdesk Support Officer (Technical)

Department: IT

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Administrative skills.
- Numeracy skills.
- IT skills: Microsoft Office.
- Communication skills.
- Interpersonal skills.
- Organisational skills.
- Ability to prioritise workload.
- Ability to work with accuracy paying attention to detail.
- Ability to work under pressure.
- Ability to meet deadlines.
- Ability to work on own initiative.
- Ability to work as part of a team.

Desirable

- Welsh language skills.
- AS400.

Knowledge

Highly desirable

- Knowledge of IT Hardware and Software.

Desirable

- Examinations administrative procedures.

Experience

Highly desirable

- General administrative experience.
- Experience of dealing with the public over the telephone and face to face.

Training / Qualifications

Desirable

- Degree or equivalent, or relevant work-based experience.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd: Job Title:	Swyddog Cefnogi Desg Gymorth (Technegol)/ Helpdesk Support Officer (Technical)		
Cyflog: Salary:	£27,807 - £30,162 y flwyddyn/ per annum	Gradd: Grade:	5
Gwyliau Blynyddol:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.		
Annual Leave:	25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays		
Pensiwn:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol		
Pension:	The provision of the Local Government Superannuation Act apply		
Math o Gytundeb:		Contract Type:	
<input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau yr wythnos 36.5 No of hrs per week Diwedd y Tymor End of Term Diwedd y Tymor End of Term Nifer yr oriau yr wythnos No of hrs per week	
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59; dydd Mawrth 17 Medi 2024.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 23:59; Tuesday 17 September 2024.</p>			