# **TONBRIDGE & MALLING BOROUGH COUNCIL**

**INFORMATION TECHNOLOGY SERVICES**

## *JOB DESCRIPTION*

##### DATE: August 2025

##### DESIGNATION: Help Desk Administrator

##### SERVICE: Information Technology

##### 

##### REPORTS TO: Technical Support Manager

DIRECT REPORTS: None.

GENERAL DESCRIPTION OF DUTIES:

As part of the Technical Support Team, to undertake the administration of the IT Help Desk, including call logging, allocation, progression, escalation and reporting; and providing first-line response to problems.

SPECIFIC DUTIES:

* To log incidents, requests for assistance and change requests reported to the IT Help Desk via telephone, by email, messaging, or in person, with customer care being of paramount importance.
* To provide first-line support to commonly reported problems with all Council systems, including PCs, laptops, tablets, mobile phones, Microsoft Outlook, Microsoft Teams, Microsoft Office/M365 Apps, AnywhereNow Contact Centre, and web services.
* To allocate calls reported to the IT Help Desk to appropriate IT staff, progressing and escalating calls according to priority, current targets and maintenance contracts.
* To liaise with technical support staff, the Development team, and third-party maintenance companies ensuring all responses and updates are logged and customers are kept informed of progress.
* To schedule equipment installation on behalf of technical staff and ensure appropriate records are kept.
* To procure IT hardware and software, with appropriate authorisation, in accordance with business need.
* To take delivery of new IT hardware and ensure all equipment is logged on the Council’s inventory.
* To arrange for collection of faulty IT hardware and ensure inventory records and the Help Desk system are maintained.
* To liaise with recycling companies, as required, for the disposal of redundant equipment in accordance with WEEE regulations and data security requirements and the maintenance of suitable records.
* To undertake general administration duties including stock control, ordering and invoicing.
* To use word processing software, spreadsheets and other computer systems to produce documentation and correspondence as required for IT Services.
* Adhere to procedures, standards and Council policies, including the need to maintain information security, data confidentiality, or privacy, throughout all aspects of the duties, including but not limited to email filter checking.
* To comply with the duties placed upon employees by TMBC’s Health and Safety Policy and related procedures. To act in accordance with all instruction, information and training required in relation to those duties.

The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.

* Attend training courses as and when required.
* Other duties as required within the scope of the post.

OTHER FACTORS:

This job description has been prepared as a working document to identify the main areas of responsibility of the post. It is not intended to be a definitive statement of the duties of the post, or to specifically exclude any task that the post holder might reasonably be required to undertake.

**PERSON SPECIFICATION**

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| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
| **Educational**  **Ability** | Good secondary education. |  |
| **Experience** |  | Previous experience of operating a Help Desk or Service Desk.  Previous experience of working in Local Government.  Experience of IT within a large business environment. |
| **Personal skills** | Excellent telephone manner and communication skills.  Desire to help people and build good working relationships. |  |
| **IT Skills** | Familiarity with Microsoft Office software/ M365 Apps.  Basic understanding of Windows desktop operating system.  Understanding of basic PC terminology.  Awareness of Cyber Security. | Previous experience of working in an IT Help Desk environment.  Understanding of ITIL fundamentals.  Ability to understand and accurately record technical issues.  Ability to accurately describe technical problems to IT support staff and third-party maintenance suppliers. |
| **Attitude** | Customer focused.  Willingness to be flexible and versatile.  Positive, analytical approach to problem solving.  Collaborative team spirit. |  |