



Job Description

MIS Helpdesk Office Administrator

Company and Business Overview

Turn IT on provides hands-on ICT and computing support to over 500 primary schools with the MIS team supporting over 200 schools across many different Local Authorities. The MIS team put schools and their needs first, taking care of all their MIS training and support, ensuring that they are fully capable of meeting their statutory deadlines and providing an efficient service to their schools. As an inclusive employer, we are proud of the diversity and flexibility that we have and the breadth of skills and experience of our staff. Turn IT on is a friendly and supportive place to work where people feel trusted and respected.

Job Overview

Turn IT on is a vibrant, people-focused ICT and MIS service provider for schools. We pride ourselves on always going the extra mile to provide excellent service. As a MIS Helpdesk Office Administrator, you will be responsible for logging calls, and passing queries onto the appropriate MIS Consultant. You will be supporting the production of MIS documentation. You will also coordinate the booking of delegates onto training courses and seminars.

You are a motivated and self-directed individual, with excellent inter-personal skills and breadth of knowledge in Microsoft Word. You are comfortable working either in a team or independently, you are very organised and a self-learner.

As an MIS Helpdesk Office Administrator, it is your job to proactively log and monitor the MIS Helpdesk calls, looking for calls that are outstanding and about to reach their SLA limits. You will also be responsible for the creation of support documentation, which will include formatting, proof reading, printing and binding. You will coordinate the course booking process and associated administration, responding to any booking queries and sending out confirmation emails.

You will report to the MIS Support Team Lead. The role is part-time, Wednesday through Friday with a degree of flexibility on days and times. There could be the possibility of progression for the right individual.

You must be dedicated to deliver the turn IT on support service in a manner that embraces our company values:

- Our schools come first
- We deliver what we promise and always try to say, "Yes"



turn IT on

Connecting schools and technology

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- We go the extra mile to ensure that a job is finished well
- We don't accept mediocrity, but we do accept that we are not perfect, and we try to improve ourselves
- We encourage individual independence/responsibility plus mutual support

Responsibilities:

- Provide administrative support to the MIS Support Team
- Assist in the course bookings, send out and record course booking confirmations
- Assist trainers with the running of training courses and seminars
- Word processing of documentation to produce quality booklets and How Do' Is, (including dealing with re-branding)
- Answer the telephone and log calls immediately into the Staff Portal following helpdesk procedures
- Understand and adhere to MIS KPIs
- Ensure emails are looked at and responded to daily
- Contact schools regarding their termly SIMS upgrades
- General office administration

To the company

- Ensure your personal details are kept up to date and inform HR of changes to your personal details
- Maintain an up to date ICE (In case of Emergency) contact on the staff portal
- Ensure your team leader knows of any ongoing issues that you are unable to resolve
- Have regular communication with team leader to discuss any outstanding issues
- Follow Health and Safety procedures as outlined in company handbook
- Complete timesheet of activity within 2 days
- Provide VAT fuel receipts to accompany mileage claims to Finance and make sure that HR has an up to date records of the vehicle you use for work
- To complete ad hoc tasks as and when required to meet the needs of the business

Skills/Abilities

Essential

- A professional, cheerful and clear telephone manner with a focus on excellent customer service skills
- Good general IT skills – experience of MS Outlook would be useful
- Accomplished user of Microsoft Word
- Good planning and organisational skills with the ability to work under pressure, multi-task and still meet deadlines
- An understanding of all areas of turn IT on



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- Comfortable working either in a team or independently
- A self-learner with excellent organisation skills
- Have an eye for detail

Helpdesk Key Performance Indicators:

- 90% of calls into MIS Helpdesk answered within 3 rings
- 70% of calls resolved immediately (within 10 minutes)
- 70% of calls meet SLA target

Key turn IT on Competencies:

- Customer service/communication
- Accountability
- Innovation and Initiative
- Working within a Team
- Driving results & taking ownership

Review

This job description will be reviewed annually to ensure it is achieving its stated purpose.

This job description has been created on October 2017

Next review September 2018

Turn IT On is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment.