

Job Title:	Help-Desk support analyst (1 st Line)
Reporting to:	Communications Manager
Location	St Margaret Clitherow Centre

Mission Statement

“Taking to heart the last words of the Lord Jesus, we will go into the world to proclaim the Good News to the whole of creation.”

Job Summary

The postholder will run the IT helpdesk, providing 1st line technical support to users across the archdiocese on hardware, software and network issues. They will log; track and update support tickets using the service desk system and generate reports to identify areas for improvement.

Main Duties and Responsibilities

1. Deliver 1st line IT support to clergy, staff, and volunteers across the archdiocese on Microsoft 365 applications including Outlook; Word; Excel; PowerPoint; Teams; OneDrive; SharePoint.
2. Resolve technical issues via phone, email, ticketing system, remote systems and face-to-face support across multiple sites and locations
3. Assist users with email issues; calendar management; Teams meetings; file sharing; collaboration tools; Microsoft 365 account access; password resets and account recovery processes.
4. Assist with Microsoft 365 licence allocation and management including creation and modification of user accounts and related user records.
5. Configure user mailboxes, distribution groups and shared mailboxes.
6. Support onboarding and offboarding activities for staff, clergy and volunteers.
7. Configure and deploy Windows laptops and desktop computers and train users with varying IT ability on the equipment where necessary.
8. Troubleshoot hardware and software issues, including multifunction devices. Escalate complex issues to IT colleagues or relevant teams
9. Perform routine device health checks and updates.
10. Guide users through troubleshooting steps in a professional and patient manner.
11. Log, track and update support tickets using the service desk system. Generate reports on support tickets and identify areas for improvement.
12. Suggest, design and deliver basic training to users e.g. phone systems, Microsoft Teams etc. and develop video or written guides on our software.
13. Maintain and update the archdiocese's asset register.
14. Support routine maintenance tasks such as software updates and backups.
15. Ensure compliance with archdiocesan IT policies and procedures.
16. Support with any technical difficulties that may arise at SMCC during events or meetings.
17. Recycle equipment to help achieve our environmental initiatives and ensuring value for money for the charity.

Security & Compliance

1. Promote secure use of Microsoft 365 services and organisational systems.
2. Report suspected security incidents promptly and support with resolution
3. Support compliance with data protection and cybersecurity requirements.

General

1. Where necessary, attend, support and contribute to in house and external training programmes to aid continuous individual development.
2. At all times act in a professional and appropriate manner and actively promote the ethos of the Archdiocese of Liverpool.
3. To undertake such other duties as may reasonably be required of you that are commensurate with your level of responsibility and experience.

Confidentiality

During your employment, you may gain knowledge of confidential matters, which may include personal and/or business-related issues. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Data Protection

Where it is a requirement of the job for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example, passwords, is not communicated to unauthorised individuals.

Safeguarding

The post holder, during the execution of this role, is unlikely to come into regular contact with children and vulnerable adults. At the date of issue, this role, having been assessed by the Archdiocesan Safeguarding Section, has been deemed not to require a Disclosure and Barring Service check.

Health and Safety

All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts and omissions.

Display Screen Equipment Users

Section 39 of the Employee Handbooks states that employees who, following a suitable assessment, are deemed to be a Display Screen Equipment (DSE) User will be eligible to have an eye test funded by the Archdiocese of Liverpool and, where necessary, financial support towards the costs of lenses.

This post does require the job holder to habitually use DSE as part of their normal work and therefore is classed as a Display Screen Equipment User.

Voluntary Duties:

During your employment, should you wish to engage with any activities in your local parish community, these are deemed voluntary in nature and must be undertaken outside of your contractual working hours, as they do not form part of your employment with the archdiocese.

General Clause:

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder. Any changes will be agreed in conjunction with the designated line manager.

Signed by Employee:	Date:
Print Name:	

Signed by Line Manager:	Date:
Print Name:	

Qualifications	Essential
	Good standard of education and written communication
	Desirable
	IT- related degree or qualification OTIL Foundation certificate or awareness Microsoft certifications or equivalent experience
Experience	Essential
	Previous experience working in a service desk, IT Support or helpdesk environment Supporting Microsoft Windows desktop and laptop operating systems Troubleshooting hardware, software and peripheral issues and setting up user accounts and resetting passwords Delivering remote support Supporting Microsoft Entra ID
	Desirable
	Delivering basic training to employees on hardware and / or software
Skills and Knowledge	Essential
	Desirable
	Experience with ticketing systems Knowledge of Microsoft Intune
Personal Attributes	Essential
	Strong organisational and time management skills. Ability to prioritise workload and manage multiple tasks simultaneously Willingness to learn and keep ahead of industry developments Strong communication, interpersonal and customer service skills. Able to travel independently across the archdiocese for day-to-day work. Flexible approach to work, planning and deadlines. Able to work with individuals with varying IT abilities. Strong problem-solving and diagnostic skills.
	Desirable