



# POSITION DESCRIPTION

Prepared for

HELPDESK SUPPORT LEVEL 2

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## TABLE OF CONTENTS

1.	JOB IDENTIFICATION .....	3
2.	JOB SUMMARY .....	3
3.	FUNCTIONAL RELATIONSHIPS.....	4
4.	KEY OBJECTIVES .....	4
5.	JOB RELATIONSHIPS .....	4
6.	KEY ACCOUNTABILITIES .....	5
7.	ESSENTIAL COMPETENCIES.....	8

## 1. JOB IDENTIFICATION

TITLE	HELPDESK SUPPORT LEVEL 2
LOCATION	ORIGIN I.T.
WRITTEN BY	ALISHIA GAINES – DIRECTOR HR
REPORTING TO	SERVICES MANAGER

## 2. JOB SUMMARY

In the mid market, Origin I.T. meets the needs of clients who can't justify hiring a fulltime I.T. Manager but do require I.T. support on a regular basis. For these clients, Origin I.T. provides proactive support to make I.T. easy. This enables us to take away a lot of the pain they're having in running their I.T. systems. Therefore, our clients outsource I.T. to us. We provide them with an I.T. plan and strategy, along with all their I.T. equipment and product and proactively help them manage their I.T. infrastructure. We'll take the time to understand their processes, set up their infrastructure and provide I.T. solutions that are designed to help them be more productive.

In today's high-tech world, it's still people that make the difference. That's why Origin I.T. puts so much emphasis on bringing the human touch to the I.T. industry. We bring a human aspect to our business - people dealing with people. As a Helpdesk operator you are a key part of this philosophy by providing level two support to the Origin client base and resolving their issues as quickly and efficiently as possible.

## 3. FUNCTIONAL RELATIONSHIPS

Clients  
Services Team  
Directors  
Sales Team  
Administration Team

## 4. KEY OBJECTIVES

Helpdesk – You will be a vital point of communication to the Origin clients with regard to service jobs utilizing the Oasis help desk application. You will be required to continue learning and attend technical training when requested. You will also be required to actively be involved in team projects and comply with Origin's processes and policies. Our purpose is to provide "the world's best I.T. support".

## 5. JOB RELATIONSHIPS

- Service Controller – Making sure that the service controller is up to date at all times with job status and whereabouts, diary commitments etc. The SC will be the first point of contact for all jobs and client visits.
- Helpdesk Team Leader reports to the Professional Services Manager – It is therefore your responsibility to keep your Team Leader informed at all times with client issues, and job escalations. PSM will be the contact for any issues that have escalated or any issues that require a management decision.
- Project Managers – When working on projects it is imperative that you keep the Project Manager informed at all times.
- Engineering Team – working with the team to develop and consistently improve the technical department and test and deploy new technical solutions. Being available to the team to assist with any issues that we are experiencing. It will be your responsibility to see these through to completion.
- Sales Reps – Be available to talk with sales reps and assist with their challenges and issues and scope technical solutions and put together proposals
- Origin Clients – Be available to meet and or talk with Origin clients to discuss service related issues, network design, network implementation, systems integration, hosted solutions all based on Origin's methodology.
- Third Party Providers – Communication with third party providers e.g. Deliverance and Telecom.

## 6. KEY ACCOUNTABILITIES

Key Performance Indicators will be measured on the following:-

<p><b>1. Helpdesk Basics</b> <b>Call handing</b></p>	<p>Be logged into the Helpdesk queue and be available to answer all incoming calls.</p> <p>Respond to call back and/or lost calls within 1 hour.</p> <p>All calls are answered in a friendly manner and when not at desk team members are notified as two representatives must man the helpdesk at all times.</p> <p>If you are on the helpdesk and you receive a job (by email, phone or work order) you must call the client within 60 minutes of receiving this job to book the job. If you don't have any resources available you must call the client anyway and commit to a time to call them back by.</p>
<p><b>Communication</b></p>	<p>All jobs must have NPA's updated by 9am and 2pm daily. All NPA's (next point of action) communicated to the client.</p> <p>Communication is the lifeline of OIT's business and this should be the first focus for all team members.</p> <p>P1 jobs – These take first priority and you must throw the kitchen sink at these. Customers must know where the job is at – AT ALL TIMES (hourly)</p>
<p><b>Updating</b></p>	<p>All open jobs must be updated in real</p>

HELPDESK SUPPORT LEVEL 2

<p><b>ITQ/Documentation</b></p>	<p>time, with all relevant details. E.g. notes from engineer, booked times etc. All information should be kept in ITQ (IT IS ESSENTIAL) Site documentation must be kept up to date.</p> <p>All jobs must have a job sheet – “no job sheet, no work!”</p>
<p><b>2. Productivity &amp; Tasks</b></p>	<p>Level 2 Helpdesk would be expected to troubleshoot/perform the following</p> <ul style="list-style-type: none"> <li>- Migrate Domains</li> <li>- Advanced Email Issues</li> <li>- Advanced VPN Issues</li> <li>- Server down</li> <li>- Server performance issues</li> <li>- Mobile Email sync issues</li> <li>- Low Disk Space Issues (servers)</li> <li>- Network/Internet down</li> <li>- Application Support</li> <li>- DHCP/DNS Issues</li> <li>- Mail Marshal/Web Marshal rule creation/trouble shooting</li> <li>- Firewall rules</li> <li>- SQL Maintenance Plans</li> <li>- Level 1 Escalations</li> </ul> <p>Ensure all time is accounted for and recorded in ITQ. A minimum of 8 hours is required daily. The helpdesk must try and bill 5 hours daily.</p>
<p><b>3. Engineering</b></p>	<p>Only a fool breaks the 3 hour rule. If you are on a service job for three hours, you must escalate for assistance from a Senior Origin Engineer. The job ownership stays with the original engineer through to closure.</p> <p>Ensure you call the client before going onsite to confirm the job details.</p> <p>Make sure before leaving site you always obtain a client sign off and that you confirm that the client is satisfied that all is working and they understand what has been actioned.</p>

HELPDESK SUPPORT LEVEL 2

	Make sure I stick to the allocated hours for fixed support clients.
<b>5. OASIS / Daily Ticklist</b>	Ensure that OASIS alarms are cleared at the scheduled times and that the daily ticklist is completed.
<b>6. Best Practices</b>	Make sure that I follow Origin's best practices always.
<b>7. ONEFEE Reviews</b>	Make sure that ONEFEE reviews are completed to schedule and that the information is accurate.
<b>8. Be a great member of the Origin Team.</b>	Origin's Vision and 12 Points of Culture are upheld.

## 7. ESSENTIAL COMPETENCIES

Ability to establish Good rapport with Customers  
Strong communication  
Excellent time management  
Ability to follow through and be accountable  
Flexibility to work in a changing environment & industry  
Good understanding of company procedures & policies  
Professional, clean & tidy dress standard expected  
Enthusiastic/team player  
Good attention to detail & paperwork

Employee Name: ..... Date: .....

Employee Signed: .....