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# Service Desk Administrator

40 hours per week. Permanent contract

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<b>Department:</b>	Cadet Digital Services	<b>Level:</b>	Band S2
<b>Reporting to:</b>	Service Operations Manager	<b>Location:</b>	Home Based

## Job Description

### Purpose of the Post

The Service Desk Administrator acts as the routine contact point, receiving and handling requests for system and technical support through a helpdesk ticketing system ensuring a positive user experience. They respond to a broad range of service requests for support by providing information to fulfil or enable resolution. Some of the day-to-day tasks include assisting users with login issues, password resets and access requests as well as providing assistance to the Cadet Forces MIS, Westminster. The Service Desk provides support to a wide range of system users including Cadets, parents/guardians, Cadet Force Volunteers and permanent staff.

### Principal Responsibilities

- Manage calls and queries relating to all Cadet IS Applications user issues, re-directing to Service/Subject specific support agencies where appropriate.
- Manage Defence Gateway account issues, acting as first point of contact for account support issues.
- Supporting with Microsoft account issues
- Ensuring all user queries are appropriately prioritised, user information is gathered through the Helpdesk ticketing facility and that all problems are resolved to a high service standard and within the SLA.
- Information gathering relating to system bugs.
- Supporting of uploading of qualifications to volunteer records.
- Any other task as required.

### CDS Service Desk Administrator

Holderness House, 51-61 Clifton Street, London EC2A 4DW. [acctuk.org](http://acctuk.org)

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<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Methods of assessment</b>
Qualifications and Training	<p>High level of administration and IT skills.</p> <p>Good general education</p> <p>Evidence of continuing personal and professional development</p>	.	Application form, interview, certificates
Experience and knowledge	<p>Experience of working with partners, internally and externally</p> <p>Accustomed to working under pressure for a demanding team</p>	<p>An understanding of policy relating to young people</p> <p>Understanding of the Cadet Forces</p>	Application form, interview, certificates
Skills and ability	<p>Demonstrable success in establishing effective working relationship across a range of organisations at all levels</p> <p>Excellent written and verbal communication skills.</p> <p>Polite telephone manner</p> <p>Effective interpersonal skills, in particular influencing skills</p> <p>Ability to work on own initiative</p> <p>Enthusiasm, flexibility and innovation</p> <p>Personal credibility and confidence</p>	Information gathering and analysis skills	Application form, interview, certificates

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