



Helpdesk Analyst Job Description

Accountable to:	Head of Digital Content
Location:	Home based with occasional need to travel
Type:	Permanent, full time
Hours:	Full-time (37.5 hours per week)
Salary:	£28,000 per annum

Why Access Social Care Exists

Everyday millions of older and disabled people are denied the social care they need. Most local authorities can't meet the growing demand for care, none are confident they can meet their legal duties in the future. This affects all of us, we will all need social care at some point.

We all have a right to hold public bodies to account. But most of us cannot afford lawyers so rely on legal aid. The 77% drop in community care legal aid cases since 2010 means we have nowhere to turn. Without access to justice, our rights do not exist. The rule of law is broken.

What we do

Access Social Care provides free legal advice and information for people with social care needs, helping achieve a better quality of life. We work with communities to increase knowledge of the law and our rights. We highlight the gap left by cuts to Legal Aid and provide advice for those who can't afford it.

With a 98% success rate, our network of lawyers and barristers ensure fair access to justice when things go wrong. We collaborate with social services whilst ensuring legal obligations are met. We are working towards a future where social care is adequately funded, and we all get the support we need.

About the role

This is an exciting time to join ASC. We have a new strategy and are growing quickly. We have more than doubled in size and income since we started operating in April 2020 and we anticipate that this strong growth will continue going forward. We are dedicated to the people who need our help, but we also care deeply about our team and we think that work should be an exciting and satisfying place to be.

We are seeking a committed and customer focused Helpdesk Analyst to join our IT team. You will have a passion for technology and a proactive approach to problem solving. Your role will involve diagnosing and troubleshooting hardware, software and network issues. You will also advocate for the use of both current and emergent technologies, as well as facilitating the training of our team to effectively utilise these tools.

Responsibilities

- Provide first-line support to users by responding to helpdesk queries via phone, email, or in person.
- Diagnose and troubleshoot technical issues related to hardware, software, and network systems.
- Manage our IT Ticketing systems in Monday.com.
- Escalate complex problems to the appropriate IT support teams, both internally and externally.
- Maintain accurate records of helpdesk interactions, resolutions, and follow-up actions.
- Install, configure, and upgrade computer hardware and software as needed.
- Collaborate with team members to enhance IT systems and processes.
- Contribute to the development of user guides and knowledge base articles.
- Collaborate with the business support team to streamline IT hardware procurement processes and co-develop better working practices, maintain an equipment log, manage the refreshment of returned laptops, and oversee telephone service, reviewing contracts for efficiency and fit.
- Assist with helping to codesign the on/off boarding of new/leaving members of staff and help manage the resulting tasks including data protection actions.
- Assist with new software rollouts in both their configuration and in staff training.
- Help introduce new digital tools within the organisation and improve adoption and usage. This will involve matching needs and running pilots, change and embedding processes.
- Work with external providers to ensure a high quality of service is maintained in the organisation.
- Create and manage a set of standard guidelines for using our digital tools effectively, and devise ways to promote their use. Additionally, manage the training programme that support these tools adoption.
- Support the CTO as required in any duties which you could be reasonably expected to perform in line with this job description.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

Person Specification

All staff at ASC are expected to share and demonstrate our values:

Trustworthy	Recognised for excellence, we will be the best we can be in everything we do. We will be truthful, independent and outcomes focussed.
Fair	We believe in treating people with kindness and compassion in a way that is right, reasonable and just.
Fearless	We will do what is right, not what is easy. We will bravely challenge injustice.
Inclusive	Our beneficiaries' voices will influence our thinking and decision making at all levels of our organisation. Collaborative in our thinking, we will work with others to achieve our goals.
Positive	We will be constructive and progressive in our challenge. We will optimistically and dynamically drive for change.

In addition to our values, you will also need to be able to demonstrate or tell us about the following areas at your interview:

Requirements	Essential / Desirable
Experience you will have	
Proven experience as a Helpdesk Analyst or in a similar IT support role	E
Experience of communicating clearly with the ability to adapt your communication style for different people as appropriate	E
Experience of working constructively and collaboratively with colleagues from different teams, volunteers, etc	E
Experience of maintaining SharePoint sites	D
Experience of supporting the adoption of new technologies in an organisation with a focus on helping individuals effectively embrace these changes	D
Skills you will have	
Proficiency in troubleshooting issues, with the ability to progress through to a successful solution using own initiative	E
Ability to create clear and user-friendly guidelines	E
Excellent communication and presentation skills both to convey technical information in an understandable manner and to share the benefits of new tools	E
Ability to train a wide range of staff on new software and processes	E
Ability to work effectively and considerately in a remote team environment	E
Ability to learn new skills and take on new tasks and recommend and develop improvements to working practices	E

Good time management skills and a flexible approach to working	E
Knowledge and qualifications you will have gained	
Strong knowledge of Windows and Mac operating systems.	E
Familiarity with helpdesk software and remote desktop tools.	E
Certification in IT (e.g., CompTIA A+, Microsoft Certified Professional) is a plus.	E
A working knowledge of Monday.com	D
Understanding of best practices in digital tool utilisation	D
Personal Attributes you will need	
Commitment to our mission, vision and values	E
A desire to provide excellent, proactive, customer service	E
Honesty about own performance, and commitment to continuous learning, identifying gaps in skills and knowledge, and responding to feedback	E
Willingness to travel	D

How to apply

We hope that having read this far; you still want to apply!

Please ensure that your CV and supporting statement **do not include** your name – use initials only. This will ensure that we avoid unconscious bias in our shortlisting process. To apply, please provide the following documents:

- An up-to-date CV
- A completed [diversity monitoring form](#)
- A supporting statement of no more than three pages, addressing:
 - The essential requirements of the person specification

If you want support applying, please contact us at enquiries@accesscharity.org.uk

Please ensure you have the right to work in the UK before expressing your interest in this role. We are sorry that we cannot consider applications from candidates who do not have the right to work in the UK.

We only reach out to candidates who have been shortlisted. If you do not receive communication from us within two weeks following the application deadline, please consider that we will not be moving forward with your application.

Timeline for the recruitment process

Closing date: 23:39pm on 30th June 2024

Interview and assessments: Tuesday 9th July 2024

Please ensure you keep these dates free.

At Access Social care, we aren't interested in tokenism. We know that if we are to make the biggest difference for the people that need us the most, we need to get Equality, Diversity and Inclusion and anti-racism right. Part of this is recruiting greater diversity in all our teams.

With this in mind, we particularly welcome applications from candidates with experience of the communities we serve, including people with direct experience of the social care system, and from marginalised groups, particularly Black, Asian and minority ethnic groups, older and disabled people, and trans and non-binary people.