

## Job Description: IT Service Desk Coordinator

**Reports to:** IT Service Desk Manager

**Location:** Hastings (Hybrid Working)

**Contract:** Permanent

**Pattern:** Full Time (Shifts: 7am to 3:30pm, 8am to 4:30pm, 9:30am to 6pm)

**Salary:** £24,636.15

### About the role:

As the IT Service Desk Coordinator, you'll play a pivotal role in our team, operating remotely to deliver outstanding support to schools and the broader Ark IT community. Your focus will be on providing proactive and reactive assistance, ensuring seamless access to IT resources for all stakeholders. You'll embody a customer-centric approach, prioritising user satisfaction while adhering to defined Service Level Agreements and Key Performance Indicators. Your efforts will contribute to maintaining the continuous availability and optimal performance of IT equipment, essential for facilitating efficient operations across our network.

### Key Responsibilities:

- Be the first point of contact for technical support queries via the IT Service Management (ITSM) system.
- Triage, categorise, and assign tickets to the appropriate team or technician in line with SLAs.
- Provide first-line support and remote troubleshooting using diagnostic tools and effective questioning.
- Resolve or escalate unresolved issues to appropriate onsite staff or senior support teams.
- Monitor the support queue to reduce SLA breaches through escalation and prioritisation.
- Maintain clear and timely communication with users throughout the lifecycle of their request.
- Identify trends and escalate recurring issues to the appropriate stakeholders.
- Manage Starters and Leavers requests, ensuring accurate onboarding and offboarding of users.
- Maintain the Asset Management System, including hardware assignment, software licence tracking, and spare stock management.
- Perform basic administration on SharePoint sites, including updating lists and managing permissions.
- Distribute Major Incident notifications to stakeholders as part of the agreed incident process.
- Collaborate with third-party vendors and service providers to progress support cases.
- Maintain accurate support documentation and follow department procedures.
- Support project delivery, pilot testing, or deployment of new services as required.
- Provide informal mentoring and guidance to IT Apprentices.
- Occasionally work across other Ark sites to assist with onsite support.
- Undertake other reasonable duties as requested by the IT Team Leader or Cluster IT Manager.

## Person Specification: IT Service Desk Coordinator

### Qualifications

- MTA or equivalent entry-level IT qualification (desirable)
- Motivated to work towards an ITIL Foundation certification

### Knowledge & Skills

- Understanding of school policies, safeguarding, and operational environments
- Awareness of Data Protection Legislation and confidentiality requirements
- Strong commitment to delivering professional IT support
- Effective communicator via email, phone, Teams, and remote support tools
- Experience supporting and managing Windows laptops and desktops
- Experience troubleshooting remotely using ITSM platforms
- Competent in Windows OS, Microsoft Office, and M365 apps (e.g., SharePoint, Teams)
- Able to sensitively and effectively resolve user issues
- Proactive in preventing repeat incidents and improving service processes
- Strong administrative capability for managing tickets and user records
- Able to build and maintain productive relationships with colleagues and third-party vendors

### Personal Qualities

- Enthusiasm for technology and its use in improving productivity
- Acts as a role model for excellent customer service
- Proactive, collaborative, and solution-focused approach

### Other

- Right to work in the UK
- Commitment to equality, safeguarding, and welfare of students
- Willingness to undertake relevant training
- This role is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please [click this link](#).*

*We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please [click on this link](#).*