

Our mission is: 'Realising potential, transforming lives'

Job Title **Digital Helpdesk Team Lead**

Responsible to **Director of IT**

Accountable to **Director of IT**

Job Purpose:

To lead the day-to-day operation of the Digital Helpdesk, ensuring the delivery of a high-quality, responsive and customer-focused Digital Helpdesk service for students and staff.

The post holder will coordinate and prioritise helpdesk activities, provide day-to-day supervision of the Digital Helpdesk, and act as the first point of escalation for complex support issues.

Working closely with IT Management in delivering safe, reliable and effective IT resources across the College, while promoting a cybersecurity-first approach and ensuring that cyber security is considered and prioritised in all relevant activities.

Key Responsibilities:

- Provide 1st and 2nd line technical support for students and staff, ensuring incidents and requests are resolved efficiently and professionally.
- Provide 1st and 2nd line administration and support for Microsoft 365, Entra ID, Active Directory and other core platforms, ensuring user accounts, access requests and platform issues are managed efficiently, securely and in line with College procedures.
- Prioritise and Monitor Digital Helpdesk incidents and requests, Act as the first point of escalation for complex incidents, service requests, and customer concerns, escalating to IT Management where appropriate.
- Supervise the day-to-day activities of Digital Helpdesk staff, providing guidance, coaching, mentoring and support to ensure high levels of performance and customer service.
- Assist in the development and continued improvement of IT Services knowledge base systems for both IT Services staff and customers.

- Ensure that IT Support staff complete customer requests within targets defined in any Service Level Agreement.
- Propose changes to improve the Digital Helpdesk experience for students and staff. As well as assisting in the development of the IT Services Service Level Agreement.
- Act as an initial escalation point for 1st and 2nd Line Support from IT Services and/or customers with complex queries, raising with 3rd Line Support and IT management if required.
- Allocate and coordinate work to the IT Services Team on the IT Helpdesk System reassigning and prioritising to deal with changing patterns of demand, staff availability and business need.
- Manage and coordinate a team schedule for regular IT checks and maintenance, ensuring compliance for all IT Services loan equipment. Lead the investigation and follow-up of missing or unreturned equipment.
- Assisting with the co-ordination of auditing the IT Services asset register.
- Mentor IT Services team members and motivate them to produce desired results.
- Identify recurring incidents and service issues, working with IT Management on possible improvements to reduce demand and improve user experience.
- Provide staff with information regarding incidents, problems and service outages. Explain the circumstances and manage their expectations and concerns. Ensure that appropriate escalation routes are followed when necessary.
- Assisting with evening cover.
- To ensure consistent service availability, this role will remain focused on operational service delivery.
- Act as a customer advocate, ensuring a high standard of customer service is maintained across all support interactions.
- Monitor customer feedback and meet with IT Management to discuss feedback and review.
- Liaise with third-party suppliers, support providers and external stakeholders to resolve issues and support service improvements.
- Assist in maintaining compliance with relevant legislation, regulatory requirements, college policies and IT security standards.
- Contribute to the evaluation, testing and implementation of new technologies and services that support the College's strategic and operational objectives.
- Work closely with IT Management to promote a security-first culture, ensuring cyber security considerations are embedded within the Digital Helpdesk operations.
- The position includes line management responsibility.

PERSON SPECIFICATION

Qualifications

Essential

- 5x GCSEs Grade C/4 or equivalent, including Maths and English.

Desirable

- ITIL Foundation certification.



- Relevant Microsoft, CompTIA or vendor technical certification.
- Evidence of ongoing Continued Professional Development (CPD).

Experience and knowledge

Essential

- Technical knowledge of computer hardware, diagnosing & troubleshooting.
- Understanding of computer networks.
- Understanding of Microsoft 365 and Active Directory administration.
- Experience in an IT Support/helpdesk environment.
- Experience with task delegation.
- Experience using IT Service Management (ITSM) or helpdesk systems.
- Experience working within Service Level Agreements (SLAs).
- Experience maintaining knowledge base documentation.

Desirable

- Experience of using AI tools i.e. ChatGPT/Copilot.
- Experience of working in an education environment.
- Experience of working with confidential information.
- Experience of line management, team supervision, or delegated responsibility for staff and service delivery.

Skills and abilities

- Excellent customer service and stakeholder management skills.
- Strong organisational and workload prioritisation skills.
- Ability to make informed decisions and manage competing priorities.
- Strong verbal and written communication skills.
- Ability to analyse issues and identify practical solutions.
- Commitment to continuous improvement and service excellence.
- Ability to work calmly and effectively under pressure.
- Flexible approach to hours of work.
- To contribute to and maintain College values.
- Must demonstrate suitability to work with children and vulnerable adults.

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