



Royal College of Anaesthetists

## Lifelong Learning Platform and Service Desk Administrator

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Directorate: Education, Training and Examinations

Reports to: Assessment and Quality Data Manager

Grade: 5

### 1.1 Job purpose

The purpose of this role is to provide service desk support to external users of the platform.

This will involve the management (resolution) of calls and tickets received via telephone and the TOPDesk Helpdesk system, by applying the appropriate changes/fixes to the member's Lifelong Learning and CRM accounts.

This role also requires that any relevant changes made on the LLP are checked on the College's CRM system (Membership Records) and that both sets of applicable records are kept in step and up to date.

### 1.2 Key tasks and responsibilities

System and Service Desk Support – Lifelong Learning Platform

- Provide helpdesk agent support and guidance to users of the platform, including answering queries and proactive assistance with any software problems.
- Create, maintain and archive all accounts for new and existing users where appropriate, following established processes and ensuring accuracy
- Maintain training records in the relevant systems and manage appropriate protocols effectively
- Maintain an accurate list of requests logged in the service desk system, including assigning calls to the appropriate support staff and engineers
- Log defects on the service desk system, ensuring the list of defects remains up to date and is prioritised accurately
- Ensure the Training team are aware of any issues resulting from a fault of the system
- Develop and maintain a knowledge base for the Lifelong Learning Platform and support the Training team in using this resource
- Identify opportunities to improve support processes
- Update the Assessment and Quality Data Manager regarding ongoing issues, escalating complex issues, where appropriate
- Use ticket tracking to document problems and their solutions and assist in analysis of that data to improve performance and training, thereby enhancing the user experience
- Capture requests for change and enquiries from all key stakeholders, providing the interface between users, User Group members, the IT provider and other stakeholders
- Participate in regular meetings with the Assessment and Quality Data manager

### 1.3 Qualifications, skills, knowledge and experience

- An understanding of online learner management systems
- Experience of working in a help-desk environment
- Excellent organisational, IT and communication skills, both written and verbal
- Ability to maintain a comprehensive knowledge of all respective College systems and associated processes involved
- Educated to degree level, or equivalent experience

Desirable:

- Experience in using reporting tools and Service Management Systems
- Experience in a customer service role will also be advantageous, especially in dealing with difficult queries/situations

Signature: .....

Name: .....

Date: .....