

## Job description

**Job title:** SBS Online Servicedesk Assistant

**Reports to:** Product Manager

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### About School Business Services

SBS are one of the UK's leading suppliers of educational support services with a portfolio that includes the full spectrum of ICT, Finance, MIS, HR & Payroll offerings.

All of our services are managed and delivered by a team who have a wealth of experience and excellent reputations within the educational arena.

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### Principal function of the role

This is an exciting opportunity to work in a dynamic environment as part of a young and vibrant team. The role will be predominantly working to progress our flagship school budget management software. The post holder is expected to assist and support with multiple on-going company-wide projects covering a diverse range of initiatives. Additionally, to be actively involved with managing, developing and supporting SBS systems and partner systems.

### Duties and responsibilities – Service desk

- Incident management - Customer calls to our service desk need to be dealt with professionally, recorded on our information management system and managed through to resolution, following our KPI's for call resolution times.
- Escalation - where cases are more complex or exceeding KPI resolution times the post holder will follow the defined escalation procedures appropriate to the product.
- Where appropriate, use remote access software to access school systems to fully investigate and resolve any problems.
- Documenting all resolutions following the service desk procedures and flowcharts.
- Providing details and information to the relevant senior staff call issues and resolutions.
- To commit to undertake continual training and development in the products supported.
- To contribute to the development of the service to further expand into other educational establishments.
- To provide cover for all service desk areas as required.

### Duties and responsibilities – SBS Online

- Assist with key projects to continue to drive the company forward.
- Provide regular project status updates to management team to track progress.
- To regularly review own procedures and software to ensure effective working processes.
- Active thinking around process and system improvement.
- Become a subject matter expert for all SBS and partner operating systems.
- Be actively involved with system development discussions and testing.

- Assist with preparation of system specifications and delivery road maps.
- Assist with preparation of system testing scripts for development, bug fixes and regression items.
- Assist with preparation and maintenance of documentation to show progress of all testing activity.
- New account set ups for all supported systems.
- Help maintain and keep internal systems updated.
- General administration.
- Assist with service desk responsibilities, specifically for software support.

#### Duties and responsibilities – Potential to progress in the following areas

- Offer ad hoc assistance and training to colleagues and customers for all systems.
- Attend conferences to demo systems and software.
- Visit schools nationally and internationally to offer training to new and existing users of systems and software.
- Own key projects to continue to drive the company forward.

Any additional duties commensurate with the post as specified by the Product Manager.