

Job Description

Job title	Help Desk Operator	Date
Reports to (title)	Help Desk Team Leader	
Contract/Department	3441 – Fire & Security	
Location	Premier House, Eastleigh	

Job purpose

Describe the overall purpose of the job in two or three sentences.

To be responsible for all aspects of the Helpdesk operations required for Planned Preventative Maintenance (PPM), Reactive Works, and Project Works for an assigned region, customer or discipline in accordance with both client and EMCOR Fire and Security requirements. To communicate clearly with other personnel and departments and win the commitment of others to achieving high levels of operational performance.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- To receive and action direct telephone and email requests for service in accordance with the Help Desk procedures, answering calls and written instructions in a professional and personable manner
- To monitor and record the response of F&S Engineers to Help Desk requests and to ensure customer satisfaction with the service
- To control the administration of Planned Maintenance system, in accordance with F&S standard procedures including the issuing and tracking of Planned Maintenance dockets and managing customer meeting arrangements.
- To monitor and record the response of F&S Engineers to Planned Maintenance dockets and to ensure follow up works are logged, actioned and completed
- Engage approved sub-contractors and suppliers for outsourced services in accordance with F&S standard procedures including the issuing and tracking of purchase orders and sub-contract instructions, operational outlook programmes/site visit documentation, and the induction of subcontractor visitors to site.
- Ordering of equipment and services from suppliers including parts required by the engineering teams for van stock and site operations and other purchases as required within the Fire and Security team
- Record engineer actions and information from dockets and paperwork received from engineering teams in own area and in support of other Help Desk Operators and ensure follow up works are logged, actioned and completed.
- To assist with the overall operational output and performance of the Help Desk facility including any other reasonable requests by the F&S Director, F&S Managers or client to suit the changing needs of the business.
- To review reports of activity by the out-of-hours service ensuring requests for service, follow up instructions and messages are relayed and actioned in a timely manner

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- To ensure EMCOR F&S meet the contractual KPIs and SLAs and compile and distribute data relating to utilities, maintenance work and operational costs.
- To uphold and promote the good name of EMCOR F&S at all times.
- Liaise with police and fire authorities and customers regarding monitored systems.
- Liaise with the Alarm Receiving Centre, carrying out administrative tasks for the monitoring of fire and security systems, including collating information, ordering and cancelling accounts, processing daily reports and processing callout rotas.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Organised, self-disciplined, motivated and able to work as part of the team
- Good IT skills including MS Word, Excel and Powerpoint
- Good level of interpersonal and customer relationship skills
- Proven experience within a similar role and CAFM System Experience preferable
- Experience of SLA's and KPI Monitoring

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Line Manager Signature	
Print Name	

Job Description

Date	
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Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	