

IT Helpdesk Analyst

IT helpdesk analysts give advice via telephone, website or email to computer users who need help solving their technical problems. They can also be called helpdesk support technicians or service desk analysts.

The Work

You could be:

- providing 1st line technical support to customers – taking enquiries by phone and email
- dealing with problems for hardware, such as servers, computers and printers, and software programs
- asking questions about the problem and explaining possible solutions
- dealing with common or basic technical issues such as resetting passwords
- using automated diagnostic programs to solve network problems
- updating knowledge bases with details of common problems which customers can view online
- using helpdesk software to log calls with descriptions of issues, progress and solutions
- passing calls to a team of 2nd line support analysts if the problem is more complex
- arranging for a technician to visit the customer if a problem can't be solved over the phone or by email.

You might start your career in 1st line support, dealing only with routine problems and working from a script, then move into 2nd line support, dealing with more technical issues.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job and the level of your own skills.

Starting salaries could be around £18,000 to £24,000 a year. With 1 or 2 years' experience this can increase to between £24,000 and £28,000 a year.

With more skills, experience and some supervisory responsibility, the salary can rise to around £35,000 a year or more.

You might earn extra through bonuses and performance-related pay.

Conditions

- You usually sit with other IT helpdesk analysts in an open plan office.
- You work at a computer and use a phone with a headset.
- You might work normal hours Monday to Friday, although with some employers there may be shifts, covering 24 hours a day, 7 days a week, if they provide international support.
- Part time work might be possible.

- The work can be busy and demanding.
- There may be customer service targets to meet.

Getting In

There are no set entry routes into this profession.

- You might be able to enter through a Modern Apprenticeship in Digital Applications or Digital Technology: IT Support, for which you may need 3-5 subjects at National 5, usually including English and Maths.
- Some employers will take school leavers with a group of subjects at National 4 or 5 and perhaps 1-2 Highers, and train them on the job.
- Some employers ask for an HNC (SCQF Level 7) or HND (SCQF Level 8) in a computing related discipline.
- Entry requirements for an HNC or HND are usually 1-2 Highers.
- Studying for a relevant Foundation Apprenticeship, such as IT: Hardware and System Support, while in fifth and sixth year at school could count towards entry to a course, apprenticeship or job. Entry requirements vary between colleges, but you usually require some subjects at National 5 including English and Maths.
- You may have to take an aptitude test for entry.
- You need good keyboard skills.
- Ability in foreign languages can be useful. Some companies recruit those with languages and IT skills for specialised helpline support jobs.

You might work with a computer company which gives support to users of the company's own hardware or software. There are also in-house support jobs with banks, retail companies, educational institutions and central and local government.

What Does It Take

You need to have:

- a good knowledge of the IT hardware and software being used by customers
- a logical and methodical approach
- excellent written and spoken communication skills
- organisational skills and the ability to multitask
- a polite, calm and clear telephone manner – you might have to deal with clients who are anxious or irritated
- excellent problem solving skills
- patience and perseverance.

You need to be able to:

- work in a team and individually
- explain solutions to clients who do not have a technical background
- keep up to date with new developments
- keep accurate records
- work under pressure when the helpdesk is busy, and you are perhaps dealing with difficult issues.

Training

- Training is mainly on the job.
- You would probably take short courses run by manufacturers.
- You would likely take courses in the Information Technology Infrastructure Library (ITIL), which is a globally recognised set of best practices for service delivery and management.
- If you complete a Modern Apprenticeship in Digital Applications you will work towards the Diploma in Digital Applications Support at SCQF Level 6.
- If you complete the Modern Apprenticeship in Digital Technology: IT Support, you'll work towards the Diploma in Digital Technology: IT Support at SCQF Level 6.

Getting On

- You could move on to a job demanding more skill and with a higher salary.
- From there you could apply for more senior positions, such as team or section leader or departmental manager.
- You might complete advanced ITIL courses at Level 4, from Foundation, ITIL 4 Managing Professional Transition, ITIL 4 Specialist Create, Deliver and Support and further specialist areas.
- With further training or qualifications you might be able to move into a different area of computer work (see the other job profiles in the [Computing and ICT Career Area](#)).

More Information

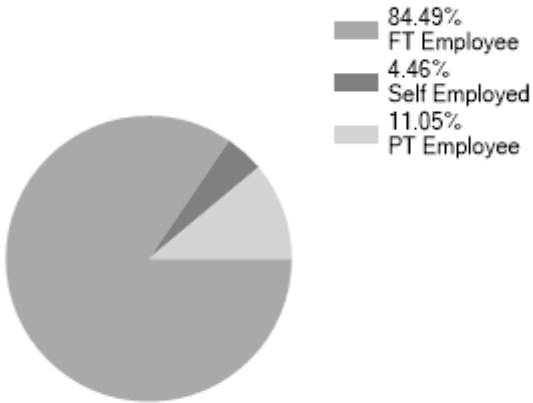
For more information please see organisation below:

[BCS, The Chartered Institute for IT](#)

Contacts

Statistics

Employment Status UK %

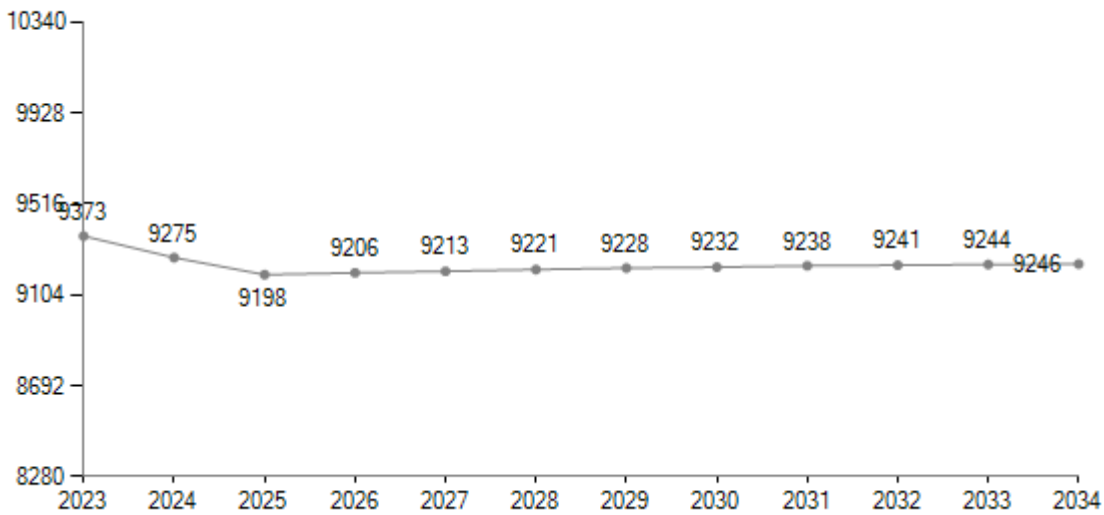


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)