



for a living planet[®]

Help Desk/User Support

Last year, WWF launched a new strategy that harnesses the strengths of the WWF network in a shared vision, focussing on six major goals - water, wildlife, the ocean, climate and energy, forests, and food – and three key drivers of environmental problems – markets, finance and governance.

In support of this strategy WWF undertook a redesign of its international secretariat that will further unite WWF offices and its near 6,400 staff around the world. This will help WWF to build stronger partnerships across the world with government, business, civil society and individuals. Together, we will deliver on WWF's ambitious goals.

We are recruiting the role of **Help Desk/User Support** for our International Secretariat to help us achieve our new ambitious goals, and build a future where people live in harmony with nature.

Location:

WWF International in Singapore.

The Role:

Provide first-level technical assistance and support, troubleshoot problems, implement solutions, documents procedures and trains staff. Responsible for the administration of users and the management of WWF's e-HelpDesk tracking software. Support advanced use of packaged and proprietary office automation. Manage ICT online documentation design, creation and maintenance. Provides technical support to users within an agreed SLA. Monitors and measures the effectiveness of the function to identify improvements

Main responsibilities:

- Provide timely, effective and courteous first-level support, walking users through problem-solving process.
- Utilise and maintain WWF's e-HelpDesk tracking software to log and escalate unresolved queries to correct resources.
- Monitor the Help Desk services to ensure that all tasks are prioritized, assigned and completed efficiently by the appropriate resource; produce statistical reports on Help
- Desk performance and implement improvements as needed to ensure high user satisfaction.
- Responsible for technical on-boarding of new users and exit briefing as appropriate.
- Manage and maintain online and offline documentation of ICT manual, policies and procedures.
- Manage and support the Super User Groups, including conducting monthly meetings and arranging for advanced training, as needed.
- Work with help desk colleagues and ICT management to continuously improve quality of Help Desk services.
- Actively feedback comments and ideas gathered from the user community to the responsible Global ICT lead.
- Become familiar with additional systems and features as they become available.

Required Qualifications, Skills and Competencies

- CFC or equivalent diploma in computer science.
- Microsoft Specialist certification is preferred.
- Minimum 5 years experience in end-user support, of which 2 years have been in a supervisory capacity.
- Experience in using and supporting collaboration tools such as Skype, Webex and telephone conferencing services.
- Ability to work effectively independently and as part of a distributed team.
- Proven experience in supporting the Windows Operating system, Microsoft Office products and Google Apps for Business.
- Must have a very strong customer service orientation, with excellent interpersonal skills.
- Excellent analytical skills to solve problems quickly and methodically.
- Ability to effectively prioritize and execute tasks, and able to work under pressure.
- Competency in writing procedure manuals and documentation for Help Desk and end-users.
- Exceptional team player with the ability to co-ordinate the work of others to achieve assigned objectives.

- Aptitude to analyse trends in user needs and recommend changes which will improve Help Desk efficiency.
- Very good written and oral skills.
- Fluent in English, ideally with a good knowledge of an additional language.
- Adhere to WWF's values: Knowledgeable, Optimistic, Determined and Engaging.

How to apply?

Upload your covering letter and CV on [LinkedIn](#) as one file. We will not accept applications without CV and Covering Letter. Interested applicants can also submit CV to hr@wwf.sg.

Work permit restrictions may apply.

Deadline for applications: 6 December 2016

WWF is an equal opportunity employer and committed to having a diverse workforce.