

JOB TITLE	IT Support Technician (1st Line)
LOCATION / DEPARTMENT	Ipswich, Suffolk (IPRS Group Head Office) and Wymondham, Norfolk (Netmatters)
REPORTS TO	Group Services Manager
ACCOUNTABLE TO	ICT Manager (Netmatters)
ACCOUNTABLE FOR	None

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

The IPRS IT Support Technician will perform 1st line duties which will mean they are responsible for capturing the client's request into a clearly defined task, together with a desired outcome. This includes managing the support inbox and delivering a first class professional service when dealing with client requests that arrive by email, inbound calls, as well as walk-ins. The IPRS IT Support Technician will be the main technical contact for IPRS staff based onsite and will perform the majority of break fix IT for IPRS, with support from the backup and lead Netmatters technicians.

KEY TASKS AND RESPONSIBILITIES:

Main job duties:

- Providing onsite 1st line support to the IT users of the business, controlled by a ticketing system which will enable issues to be managed within the priorities of the businesses
- Completing allocated tasks to a high standard
- Answering support calls and recording IT issue requests within a task that has a clear desired outcome
- Making comprehensive quality for all tasks
- Recording tasks against assets to aid decision making
- Completing assigned project work to a high standard

Daily job duties:

- Providing IT support across the IPRS Group
- ICT system/status checks
- Working through the task list, as prescribes by Netmatters, considering the criticality of the task

Weekly job duties:

- ICT checks
- Reporting to Group Services Manager/ on any IT issues

Ad-hoc job duties:

- Taking delivery of IT equipment and asset tagging
- Setting up new IT equipment
- Updating the knowledge base with support information

Key Measurable:

- Number of tasks completed
- Number of tasks reopened
- IT users satisfaction levels
- Note quality

In order to provide progression and development to the IT Support Technician, Netmatters will provide regular onsite assistance to the IPRS technician with training, support and management.

General / additional duties:

- To comply with the Corporate Data Protection Policy which covers all aspects of IPRS' business in both electronic data and manual filing system;
- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment for employee, patients and visitors;
- To ensure that professional behaviour, appearance and attitude are maintained, and the organisation's policies and procedures are adhered to.

PERSON SPECIFICATION**(E) Essential (D) Desirable****QUALIFICATIONS AND TRAINING:**

- GNVQ/NVQ Level 2 qualification or equivalent or
- 6 GCSE/O level passes A-C or equivalent, including English and Math
- Recognised ICT qualifications (D):
 - CompTIA A+
 - CompTIA Security+
 - MCSE: Server Infrastructure
 - MCSE: Desktop Infrastructure
 - MCSA: Windows 8

EXPERIENCE AND KNOWLEDGE:

- A minimum of 2-years IT experience (E);
- Experience of using various Microsoft programmes and databases (E).
- Experience of using primary technologies:
 - Windows 7/8/10, MS Office, PC's, laptops, smartphones & tablets, Active Directory & Windows Server (E)
- Experience of using secondary technologies:
 - Office 365, antivirus & backup systems, Firewalls (E)
 - Supporting computer Networks (E)
 - Installing PCs/ upgrading software (E)
 - Supporting custom applications (D)
 - Data download and transfer (E)
 - Network and system monitoring (E)
 - Routine system administration (E)

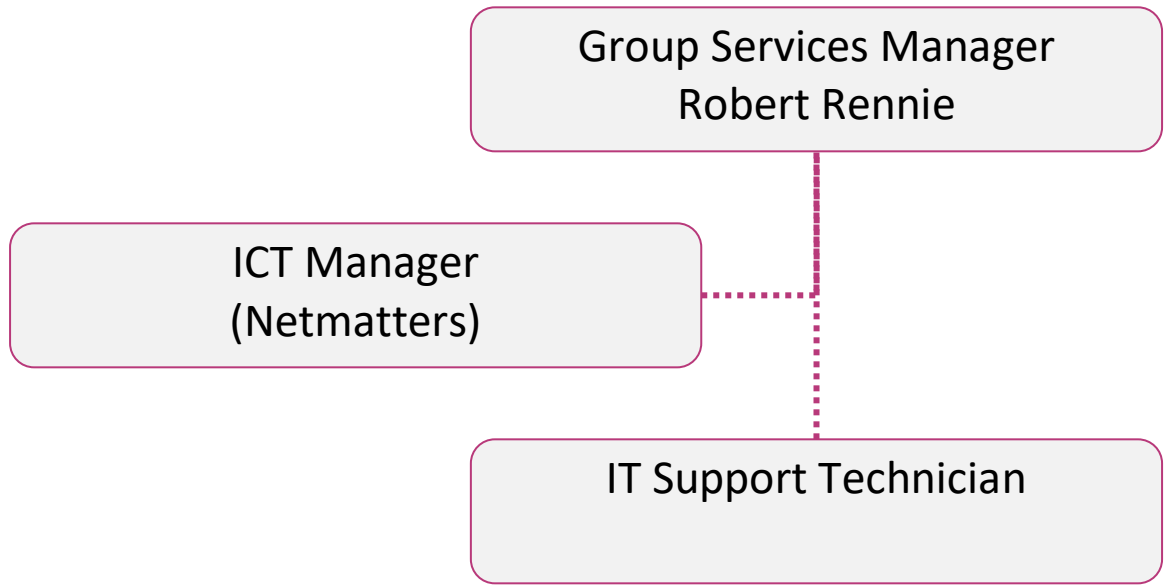
SKILLS AND ABILITIES:

- Ability to communicate effectively with internal and external customers verbally and in writing (E);
- Ability to time manage to meet agreed deadlines in a demanding environment (E);
- Ability to build good relationships (E);
- To be professional and have a competent manner (E);
- Clear and concise written and spoken communication skills, in particular a friendly telephone manner (E);
- Attention to detail and the ability to record information accurately (E);
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment (E);
- Ability to work on own initiative in a proactive manner (E);
- Team worker who is flexible and has a positive attitude to learning and self-development.
- Well-organised and able to take responsibility for assigned tasks
- The applicant will need to be able to demonstrate an excellent level of technical knowledge and be able to apply the knowledge in a structured approach to solve IT issues

DBS:

Yes

Organisational Structure



Date:

May 2018