

JOB TITLE	IT Support Technician
LOCATION / DEPARTMENT	Little Blakenham, Suffolk - IT Department
REPORTS TO	IT Team Leader
ACCOUNTABLE TO	IT Team Leader
ACCOUNTABLE FOR	None

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

The duties of the IT Support Technician include being a reference point for all IT related queries from internal users, ensuring all information is captured into a defined task, together with desired outcomes. This also includes managing the support inbox, delivery exceptional service when dealing with requests that arrive via email, phone or face to face. The IT Technician will perform a majority of break/fix IT issues with support from the IT Team Leader or external IT provider. Additional duties include supporting other IT Team members resolving issues remotely or onsite.

KEY TASKS AND RESPONSIBILITIES:

Main job duties:

- Provide onsite and remote IT Support to end users across all businesses, enabled by a ticketing system, within set SLA times and business priority
- Completing allocated tasks to a high standard
- Answering inbound calls, recording IT issue requests within a task, with desired outcome
- Handling of new hardware requests, including ordering, setup and distribution.
- Completing assigned project work to a high standard
- To complete work following any set Standard Operating Procedures (SOPs)

Daily Job Duties:

- Providing IT Support across all businesses of IPRS Group
- Monitoring of Desktops, Servers and Networks
- Working through tasks, as prescribed from the IT Team Leader

Weekly job duties:

- IT System checks
- Stock level checks
- Asset Management checks
- Reporting to IT Team Leader on ongoing IT Issues

Ad-hoc job duties:

- Taking delivery of any IT equipment and asset tagging
- Setting up new IT equipment
- Updating knowledge base and SOPs
- Travelling to remote sites to support the IT Team or onsite users

Key measurables:

- Number of tasks completed
- Number of tasks reopened
- Time taking to complete tasks
- Note quality
- IT User satisfaction

In order to provide progression and development to the IT Support Technician, the IT Team Leader will provide regular onsite assistance 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.

QUALIFICATIONS AND TRAINING:

- GNVQ/NVQ Level 2 qualification or equivalent or
- 6 GCSE/O level passes Grade 9-4 (A*-C) or equivalent, including English and Math
- Recognised ICT qualifications (D):
 - CompTIA A+
 - CompTIA Security+
 - MCSE: Server Infrastructure
 - MCSE: Desktop Infrastructure
 - MCSA: Windows 7/8/10
- Full UK Driving License (E)
- Ability to pass DBS Checks (E)

EXPERIENCE AND KNOWLEDGE:

- A minimum of 2-years IT experience (E)
- Experience of using various Microsoft programs (E)
- Experience of using IT technologies:
 - Clients; Windows 7/8/10, Desktop, Laptop, Mobile Phones and tablets (E)
 - Servers: Windows Server, Linux Distributions, Azure Cloud (E)
 - Domain: Active Directory, Group Policies and File Servers (E)
 - Security/Networks: Anti-Virus, Backups, Firewalls, Routers, VPN, Telephony (3CX) (D)
- Experience using IT Solutions:
 - Using and Supporting Microsoft Office (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)
- Experience with using a Ticketing Management Solution (SysAid, ZenDesk, Sunrise etc)

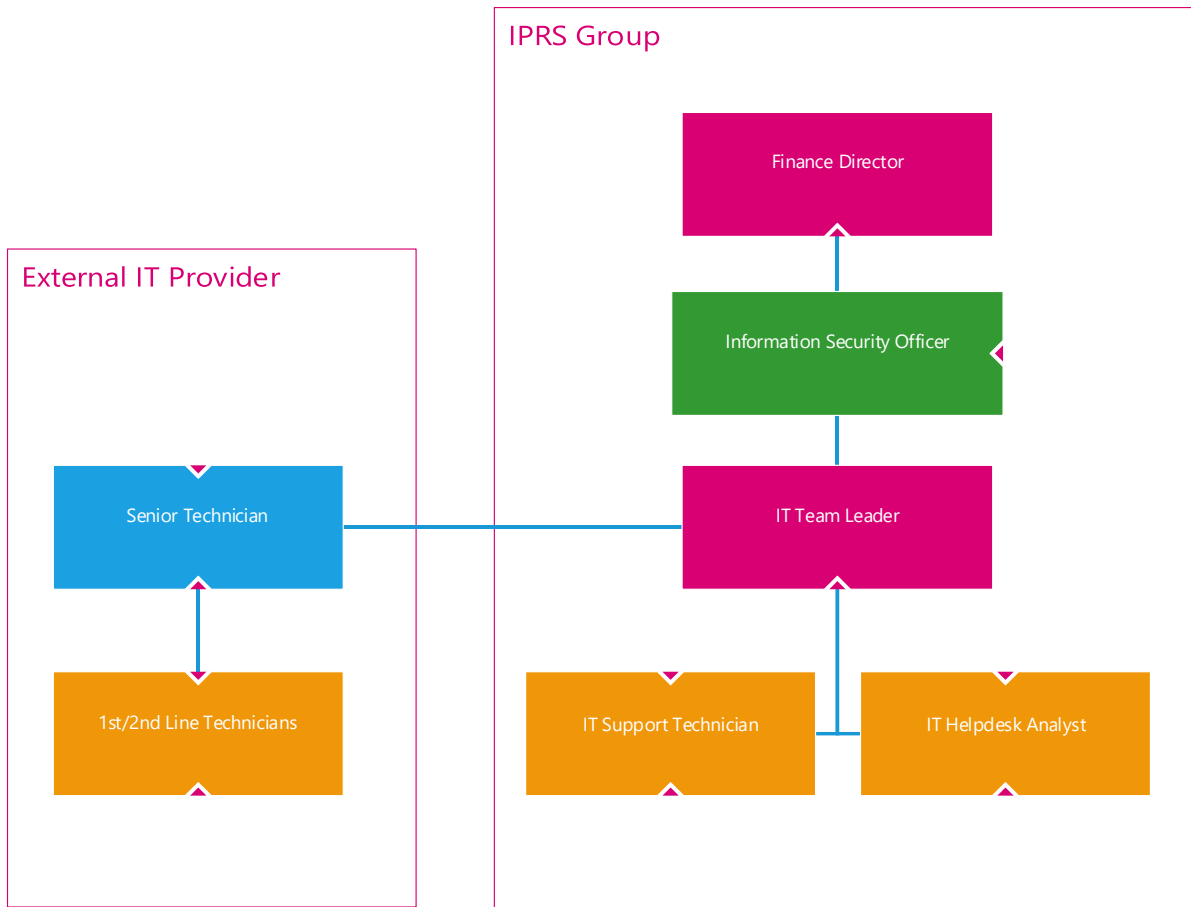
SKILLS AND ABILITIES:

- 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);
- Understand change management processes and their importance (D)
- Understand and follow procedures where set (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 2021