JOB DESCRIPTION

JOB TITLE:	I.T Support Technician		
JOB TITLE No.		POST No.	
GRADE:	SC4 / SC5	SCP RANGE:	7 - 17
SECTION:	Information Technology	DIRECTORATE:	Resources & Business Development
POST LOCATION:	Myddelton House		

CRB REQUIREMENT:	N/A	CRB LEVEL:	N/A

ACCOMMODATION:	N/A

DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	Business Use
CAR ALLOWANCE:	Essential Car User
BUDGET LEVEL:	N/A

REPORTING TO:	Senior IT Technician	POST No.	100024
RESPONSIBLE FOR:	N/A	POST No.	N/A

POLITICALLY RESTRICTED POSTS:	No

PURPOSE OF ROLE

This is an exciting multi-hatted role at the heart of the Authority. Main responsibilities include providing support for the Authority's information systems, infrastructure, desktop I.T environment and hardware used by employees.

KEY RESPONSIBILITIES AND DUTIES

- Provide support, either in person at venue/site, over the telephone and/or in their respective offices where necessary, to ensure all queries are dealt with effectively and efficiently with the highest degree of customer service.
- Ensuring that all incidents and requests are logged accurately, escalating tickets promptly via the predefined escalation route when necessary
- To be responsible for the Authority's mobile devices and connections, including the setup, installation and support (including tablet devices) used by the Lee valley as part of its business requirements.
- To assist in the setup, support and bump out of events that require IT services. This can include evenings and weekends.

- Liaising with HR to initiate new starter, mover and leaver processes to ensure all are actioned within the set time parameters.
- Configuring and installing new PCs and laptops, configuring printers and setting up smartphones
- To provide first line support to users in relation to the provision and maintenance of the Authority's Wide Area Network.
- To maintain the IT asset inventory and all administration associated with I.T equipment and software records.
- To assist in the procurement of hardware, software and I.T supplies.
- To assist in the provision of the maintenance, replacement and support of all PC's within the Authority, including software and hardware installation, software compliance auditing and virus protection.
- To be responsible for undertaking PC Audits on a regular basis.
- To assist Senior I.T Technician in the execution of their duties.
- To assist in the support and maintain the integrity and security of all the Authority's systems and information, ensuring compliance with Data Protection legislation and other regulatory frameworks designed to protect the security and integrity of data.
- To assist in the provision of support for all systems and network administration.
- Undertake work at weekends and out of hours as and when required with adequate notice, prior arrangement and agreement.
- Be prepared to travel to venues or other locations required to support the Authority and/or its staff. Travel could also be required for the attendance of training courses, seminars or meetings.
- Attend relevant courses & seminars to enhance skills and knowledge.

OUT OF HOURS SUPPORT
- To provide out of hours cover (enhanced payment will be made) evenings and weekends in line with set service level agreements.

GENERAL
- The above duties may be varied.
- The post holder will be required to hold a full driving license and have access to a vehicle.
- The post holder will be provided with a mobile phone, which must be on and working when on duty (including during out of hours).
- Carry out all duties with regard to relevant legislation and the Lee valley's policies and procedures including:-
  o The Lee valley's Health & Safety Policy
  o The Lee valley's Standing Orders and Financial Regulations
  o The Lee valley's Equal Opportunities Policy and related policies
  o The Lee valley's Environmental protocols and related policies

KEY CONTACTS

Internal/ External CONTACTS / PURPOSE
• Senior I.T Technician for work planning and guidance.
• Other I.T Section employees as colleagues to exchange information, support and guidance.
• Other Lee valley employees to provide guidance and support.
• External service providers and suppliers as customer.

The Lee valley has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is

liable to variation by management to reflect or anticipate changes in the job.

Sign off for Job Description and Person Specification

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager		
JD/PS Agreed by second line manager		
JD/PS Agreed by HOS/AD by	**Head of IT**	**17 Sept 2021**
Consultation with post holder conducted by:		

JOB TITLE:	I.T Support Technician Level 1		
JOB TITLE No.		POST No.	100256

Key Attributes

We are looking for a person who is motivated, has a good aptitude and is willing to learn and develop. The person should be flexible and adopt a pro-active approach to work, with a confidence to use their own initiative.

Key Skills and Experience

- Knowledge and experience of working with Windows 10, Active Directory, Office 365 applications, Mobile Device Management, iOS, Android, Remote Tools (TeamViewer, RDP), IP telephony, basic networking, ITSM tools
- Ability to use own initiative
- Proven customer service skills
- Excellent time management
- Effective communicator
- Flexible with the ability to adapt to change
- Meticulous attention to detail
- Computer literate at a level that enables execution of tasks, some of which can be complex, with a wide range of software and hardware.
- Literate at a level that enables following procedures for a range of tasks, some of which can be complex in order to read and write reports and correspondence and to research and analyse technical issues.
- Numerate at a level that enables following procedures for a range of tasks, some of which can be complex, in order to carry out operational technical tasks.
- Working knowledge of good Customer Service practice.
- Ability to work in an office based environment

Qualification

- 5 GCSEs in English, Mathematics and I.T (or equivalent)
- NVQ in Information Technology (Level 1) or equivalent

Problem Solving / Decision Making + Mental Skills

- An ability to identify and analyse varied problems, and take instruction to solve problems when required.
- Able to prioritise own work both independently and as part of a team.
- Delivering at Pace
- Have the mindset to complete a task regardless of time of day
- Ability to perform and finish tasks requiring concentration in a distracting environment.
- Ability to prioritise conflicting demands.
- Experience of effectively dealing with technical and varied customer demands.

Communication

- Ability to communicate both written and orally to a wide and varied audience.
- Good communication skills, with the ability to communicate in a technical and non-technical manner.
- An ability and willingness to assist in training I.T users in their tasks to achieve lasting results.
- Ability to present technical subject matter intelligibly to an audience of colleagues.

Physical skills

- Proven ability to work a keyboard with high dexterity and precision.

EFFORT AND DEMANDS
Mental demands

- The ability to focus on an issue at hand in a possibly distracting environment on a daily basis
- The ability to accurally check, report and complete technical and administrative tasks.
- The ability to work under pressure (deadlines, priorities) as and when required.
- Willingness to adopt a flexible approach to work

Physical demands

- Proven ability to work with a computer sitting at a desk .
- Evident ability to work in confined and physically awkward positions (e.g. when connecting or installing hardware).
- Willingness to travel to Authority venues to support IT Technicians
- Able to carry or move equipment with and without the help of mechanical aids
- Able to carry out physically challenging tasks

Emotional demands

- Ability to deal with the emotional demands of others on a regular basis.

Work Environment

- Be able to work in an indoors environment (office, 90% of the time) and in an outdoors environment (10% of the time).
- Be aware that some work will have some exposure to a hazardous and unpleasant working environment for several days per month (involving risk of physical injury from electricity and working in cramped conditions).

Desirable Requirements

- CompTIA A+
- NVQ in Information Technology (Level 3)
- Microsoft Certified I.T Professional (MCITP)
- Experience of Windows Server 2008/2012/2016
- Previous experience in an I.T support role
- Networking - Good understanding of the networking stack, TCP/IP and subnetting