

Job Description

IT Service Technician



Directorate:	Corporate Services
Team:	IT Service Delivery
Role Type:	Fixed
Reports to:	Technology Manager
Direct Reports:	N/A

Overall Job purpose:

To provide 1st line IT support within agreed SLAs to Cross Keys Homes in order to maintain the efficient and effective operation of the IT and communications systems to meet business requirements.

Core responsibilities:

- Helpdesk – Support the Cross Keys Homes userbase in all first line enquiries, raising and monitoring helpdesk tickets.
- Troubleshooting – Triage of initial support queries including general connectivity from laptops and mobile devices. Assist with office 365 and Citrix usage queries.
- Assist in maintaining support ticket queues and allocating 2nd/3rd line support to the relevant team/individuals/partners.
- Deployment – Set up of standard laptop/tablet devices and mobile phones including email and business applications.
- Inventory – Maintain the IT asset list and IT consumable stock levels to ensure relevant equipment is available on demand.
- Carry out daily system checks to ensure continuity of service.
- Support the backup of company data.
- Install corporate standard software on PCs and laptop computers and deploy to users.

- Build knowledge of the business systems and how they are used across Cross Keys Homes to improve the effectiveness of this service to the company.

Infrastructure - Assist in supporting the IT infrastructure (hardware, software and network/communications) maintaining maximum availability, including the documentation of these systems. Assist with provision and maintenance of the Azure cloud environment.

- Policies and Procedures – Follow, and assist with the review of company procedures

Key Relationships

Build and maintain excellent working relationships within the IT Group, management, users and external suppliers to ensure that service levels can be continually improved.

Dimensions:

- Provide 1st line support to all Cross Keys Homes departments and offices
- Assist in maintaining support ticket queues and allocating 2nd/3rd line support to the relevant team/individuals/partners.
- Assist with stock control for computer hardware, software, peripherals and consumables.
- Carry out daily system checks to ensure continuity of service.
- Support the backup of company data.
- Assist with the delivery of monthly System patches
- Install corporate standard software on PCs and laptop computers and deploy to users.
- Build knowledge of the business systems and how they are used across Cross Keys Homes to improve the effectiveness of this service to the company.
- Promote and instil best practice to prove a world class helpdesk service

Additional information:

N/A

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Person specification

Action

Commitment

Excellence

Integrity

Teamwork

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<p>Able to communicate at all levels within the company and prioritise their work to best effect.</p> <p>Hands on', flexible and proactive approach and a willingness to learn.</p> <p>Positive, self-motivated team player, with good attention to detail.</p>	<ul style="list-style-type: none"> •
<p>Skills and abilities</p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<p>Have knowledge of and an interest in IT and desktop support.</p> <p>Demonstrate an understanding of PC hardware set-up and configuration.</p> <p>Be a strong troubleshooter / problem solver</p> <p>Workstation Platforms: Microsoft Windows Desktop OS 10/11.</p> <p>Software Packages: Understanding of the key Microsoft applications (Office 365 outlook, Word, Excel) including</p>	



	<p>administration of office 365</p> <p>Able to follow instructions accurately to complete work tasks.</p> <p>Able to record information and data accurately.</p> <p>Able to solve basic problems.</p> <p>Able to write grammatically correct and accurate email messages and documents</p> <p>Self-motivated with a positive attitude.</p>	
<p>Personal behaviours and style</p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> • Action: Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i> • Commitment: Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i> • Excellence: Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i> • Integrity: Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
<p>Qualifications</p> <p>Please state the level of education and professional qualifications and/or</p>	<p>At least 2 years experience in a helpdesk environment</p>	

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<i>specific occupational training required</i>		
Additional requirements <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	Occasional requirement to perform updates outside of core business hours. Full UK driving license as visits to other sites will occasionally be required	
Version control:		
JD authorised by (Director):	Andy Gipp	Date:

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