Job description

Job Title: ICT Technician

Responsible to: ICT Manager

Purpose of the post: This is an exciting and varied role, and a great way for IT Support Technicians to progress in their IT infrastructure career and develop their skills.

- Provide first and second line support to Hastoe's users on our IT ServiceDesk, for all infrastructure and business systems in scope. Log tickets, take ownership of issues and resolve where possible, keeping customers updated on progress.
- Investigate and diagnose issues, where possible providing solutions and resolving issues. Where not possible, collect diagnostic information and escalate.
- Manage user accounts (including setup), for Active Directory, Mailboxes, O365 and Citrix profiles, as well as other systems.
- Setup, maintenance, diagnosis and repair (proactive and reactive) of hardware and software.
- Check backups, server health, automated job completion and other system checks.
- User IT inductions, guidance and other training.

Key areas of responsibility:

1. Be the first point of contact for ICT, communicating clearly & concisely with IT users to assess problems and requests. Respond to queries, service requests and issues. Ensure they are correctly logged on the IT Helpdesk ticket logging system

2. First and Second line support. Provide technical expertise and guidance. Diagnose and collect information for the issues, resolving where possible, taking ownership of tickets and escalating where needed.

3. Configuration and repair of hardware and devices including desktop computers, laptops, printers, tablets, mobiles, desk phones and audio visual equipment. Installation of software or configuration of software as required. Run diagnostic tests and document results.

4. Set up new user accounts and amend existing users, set up and amend groups, account maintenance as required such as unlocking accounts, changing passwords, amending settings.

5. O365 configuration including for MS Teams, Telephony, SharePoint, Exchange, Intune. Support and assist in the tracking of the use of software and licenses.

6. Perform daily systems checks. This includes, but is not limited to: backup routines, AV updates, SQL job execution, scheduled task execution, checking consoles and logs.

7. Configuring and monitoring the Hastoe network. This includes, but is not limited to; configuring wireless access, configuring routing and patching, Internet or WAN troubleshooting, and performance or network issues on servers, networked storage devices.

8. Carry out user IT inductions and other training. Champion the use of ICT services to users.

9. Reactively and proactively visit other offices as necessary to provide high quality service and support to users.

10. Assist with ICT development projects and help to implement approved system changes

11. Raise purchase orders as appropriate. Help maintain appropriate stock levels of computer consumables and accessories.

12. Keep IT records up to date, including but not limited to: equipment lists, software lists, manuals and how-to documentation.

13. Keep own knowledge up to date to provide customers with the relevant advice on ICT

14. Any other duties which may be commensurate with the role.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.

2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.

3. Participate in agreed internal and external training and events.

4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but will be changed from time to time to meet the changing requirements of Hastoe.

Person specification

Attributes	Essential	Desirable
Education and Training	• GCSE English and Mathematics, or equivalent • Qualification in IT or equivalent knowledge gained through experience (e.g. NVQ or apprenticeship).	• HNC or equivalent in IT or a related subject. • ITIL Foundation qualification. • Any Microsoft qualifications. • Comptia A+/Network+ or equivalent.
Skills and Experience	• Experience of working in a team and contributing to the delivery of defined targets. • Excellent ICT skills in Windows operating systems, Microsoft Office (including Outlook), and web browsers. • Knowledge or experience of maintaining and configuring printers, tablets, mobile phones, computer and server systems, switches and routers. • Excellent time management skills, with ability to organise and prioritise your own workload. Experience of delivering high quality customer service and managing expectations.	• Awareness/knowledge of Active Directory, Exchange Server, Local and Cloud based systems, Local and Wide Area Networks, Thin Client Technology, Networking, Client/Server Applications, mobile devices and telephony systems. • Knowledge or experience of call handling systems or telephony. • Experience of working with Citrix Desktops and VMware.
Personal Attributes	• Excellent interpersonal skills, with the ability to communicate positively and professionally with people of all levels, in person, by telephone and by email. • Strong attention to detail. • Ability to work as part of a team but also be a self-starter and work on own initiative when necessary. • A positive can-do attitude to work, with an open approach to further training and development. • A commitment to valuing diversity.	

- Willing to travel occasionally (if required) to other Hastoe locations.