**JOB DESCRIPTION**

JOB TITLE: First Line IT Technician

GRADE: 1c (£17,421 per annum)

HOURS: 37 hours per week

RESPONSIBLE TO: Head of IT

**SPECIFICATION**

As a member for the IT team, you will play a critical role in supporting staff within the business in their use of their IT equipment. You will provide the first point of contact for all enquiries to the IT helpdesk and be responsible for supporting the IT team and the business with day to day activities. This will include basic fault resolution, triage of complex issues, equipment ordering and other administration duties.

**FUTURES VALUES:**

* **The role holder will maintain our business Values by:**
* Having a demonstrable **passion** for support staff with in the business and delivery of service level agreements.
* **Leading by example** by creating a positive working environment of integrity, honesty, drive and dedication
* Developing a **learning culture** through coaching, mentoring and technical support
* Supporting **talent pipeline and developing potential**

**DUTIES AND RESPONSBILITES:**

**Service Delivery**

* A member of the IT Helpdesk Team working to the company SLA’s and guidelines
* Excellent customer service is always delivered

**Team**

* Provide 1st line technical support for company systems and user equipment, including laptops and smart phones
* Ordering of IT equipment
* Performing basic administrative support duties, as required, to meet specific operational objectives including asset tracking
* Following existing processes

**Technical**

* Resolving Basic IT issues on company devices such as laptops and desktops, mobile phones and other peripherals.
* Supporting IT projects as instructed by the Head of IT
* Liaise with external suppliers and contractors.
* Laptop building and equipment setup
* Mobile phone setup and configuration
* Providing first point of contact for the IT helpdesk
* Reviewing IT ticketing request via the IT helpdesk system

**Stakeholder Engagement**

* Support the Head of IT to identify operational needs of the business and work with colleagues to achieve/overcome their technological goals/challenges

**COMPANY POLICY**

* + 1. Promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
    2. Commit to and demonstrate behaviours based on Futures’ Values.
    3. Develop and maintain own professional knowledge, skills and experience, including formal training, CPD, networking with fellow professionals and self-reflection in order to improve practice.
    4. Ensure a personal commitment to Customer Care and the Futures’ reputation for excellence.
    5. Comply with safeguarding requirements in accordance with legislation and policy.
    6. Ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
    7. Undertake any necessary administrative/ICT duties in line with role.
    8. Take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
    9. Undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

**Person Specification**

Key

(E) = Essential (D) = Desirable

A = Application, I/v = Interview, C= Certificate

|  | **A** | **I/v** | **C** |
| --- | --- | --- | --- |
| Education, Qualifications |  |  |  |
| Educated to NVQ 2 or equivalent standard (e.g. 4/5GCSE’s@A-C level or intermediate GNVQ) in an IT qualification **(D)** | ✓ |  | ✓ |
| Knowledge and/or qualification in a recognised framework for IT service delivery, e.g. ITIL Foundation certification **(D)** | ✓ | ✓ |  |
| Skills, Abilities, Competencies |  |  |  |
| Organised and ability to work independently **(E)** | ✓ | ✓ |  |
| Ability to follow polices and processes **(E)** | ✓ | ✓ |  |
| Knowledge |  |  |  |
| Awareness of Office 365 and its applications **(D)** | ✓ | ✓ |  |
| Awareness of Microsoft SharePoint and Teams **(D)** | ✓ | ✓ |  |
| Basic troubleshooting hardware operating systems, including windows 10 and other office application **(E)** | ✓ | ✓ |  |
| Basic Troubleshooting hardware including desktop, laptops tablets and smartphones and printers. **(E)** | ✓ | ✓ |  |
| **Experience** |  |  |  |
| Working within a helpdesk team **(E)** | ✓ | ✓ |  |
| Experience of working to ITIL standards **(D)** | ✓ | ✓ |  |
| Ability to manage own workloads (**E)** | ✓ | ✓ |  |
| **Company requirements** |  |  |  |
| Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies **(E)** | ✓ | ✓ |  |
| Collaborative and team player **(E)** | ✓ | ✓ |  |
| Possesses a ‘can do’ attitude and approaches challenging situations in a positive and enthusiastic manner **(E)** | ✓ | ✓ |  |
| Understands the need to have a flexible approach to working requirements **(E)** | ✓ | ✓ |  |