# JOB DESCRIPTION

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| **JOB TITLE:** | IT Support Technician | | |
| **REPORTS TO:** | **Head of IT Operations** | | |
| **DEPARTMENT:** | **IT** | **LOCATION:** | **Leeds** |

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| **Purpose** |
| To ensure the effective operation of the IT Service Desk with a key focus on customer service and communication |
| **Key Responsibilities:**  Operations   * Ensuring the IT Infrastructure is maintained in accordance with ITIL best practice * Ensure Incidents and Major Incidents are managed appropriately within the team with clear, concise and effective communication to the businesses * Assist the Lead IT Support Technician in the implementation of the IT strategy and the definition of future strategy/roadmap * Support the Information Security Manager in remediating risks and vulnerabilities * Ensure adequate cover is maintained for core business hours * To ensure the business users have access to secure and reliable end user computing and telephony facilities which meet their requirements * To ensure the business information held in the IT systems is secured and can be recovered in a timely manner and other duties in relation to Disaster Recovery tasks   Project Delivery   * Assist the Lead IT Support Technician with projects, providing technical expertise to assist key design decisions and ensure timely, managed and smooth Service Transition   Technical   * Be at the forefront of the IT Infrastructure and ensure it is maintained to high standards of performance and security * Assist patching and anti-virus updates, and ensure they are carried out promptly and effectively across the IT Infrastructure * Demonstrable Technical experience across the following disciplines: * Microsoft Operating Systems (Server and Desktop) * Microsoft Office * Mobile Operating Systems (Android and iOS) * Networking * Telephony * Informix / MSSQL databases * Virtualised infrastructure (Compute and Storage) * Ticketing Systems   Performance & Quality   * Ensure all systems are well documented and knowledge is spread to appropriate resources * Assist the Lead IT Support Technician with making recommendations for Service Improvement Plans and ensure actions are followed through to completion in a timely manner * Work with internal and third-party teams to ensure actions are taken and completed to protect and improve IT Support * Be an ambassador for IT, working across the business to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments * Embrace change and future technologies * Respond to customers questions and help them get what they need, while offering the customer a positive experience of going through that process   Adhere to Conduct Rules   * You must:   - Act with integrity  - Act with due care, skill and diligence  - Be open and co-operative with the FCA, the PRA and other regulators  - Pay due regard to the interests of customers and treat them fairly  - Observe proper standards of market conduct  Personal Qualities / Experience   * Strong Technical IT background in Infrastructure / Applications * Excellent communication skills * Experience of legal, conveyancing or banking sectors. * A logical and analytical mind * Organised with good attention to detail * Able to work to strict deadlines * Experience of working in an ISO27001accredited environment * Excellent root cause analysis and troubleshooting skills   **KEY ACCOUNTABILITIES:**  Monitoring and Reporting of IT Infrastructure  Collaborate with IT Technical to ensure that IT Management has an overview of key systems performance and operational capability utilising various reporting tools  Ticketing System  To utilise the ticketing system for use by the businesses and assist the Lead IT Support Technician to ensure that IT Support staff are within SLA targets  **KEY ROLE ACTIVITIES:**   * Scheduling and prioritisation of IT support workload * Procure, install, configure, test, maintain and support desktop/server hardware and software for use by staff, ensuring value for money at all times * Provide quality, courteous, helpful, timely, cost-effective customer service to users on the desktop operating systems for the benefit of staff * Ensure that the businesses are protected through the reactive and proactive processing of routine IT jobs (including where out of hours work may be required) such as backups, virus and malware protection, security measures, server, network and database health checks, maintenance and planned upgrades * Liaise closely with other members of staff, Managers and Directors across the businesses, to ensure that IT services are in line with business needs * Ensure Data-backups are run, logged, kept secure and can be retrieved and restored to a usable state, including regular testing and logging * Ensure all existing and new systems are fully documented, including IT operational procedures and contacts, and IT support staff are trained accordingly * Develop shared knowledge and skills across the IT Support Team, to reduce exposure * Contribute to Business Continuity and Disaster Recovery initiatives * Participate in training and development * Any other duties commensurate with the level of the post, which may from time to time, be required by the Lead IT Support Technician and/or the Head of IT Operations * To assist with budgeting and contract renewals for support and licensing suppliers * To assist the Lead IT Support Technician with key support and desktop infrastructure related projects |