

## JOB DESCRIPTION



<b>DIRECTORATE</b>	Deputy Chief Executive
<b>SERVICE</b>	Digital & Customer Services
<b>POST NUMBER</b>	
<b>POST TITLE</b>	IT Technician
<b>POST GRADE</b>	Local Salary Scale S4 – S5
<b>CONDITIONS OF SERVICE</b>	National Joint Council (NJC) for Local Government Services as amended locally
<b>RESPONSIBLE TO</b>	IT Manager
<b>RESPONSIBLE FOR</b>	N/A
<b>JOB PURPOSE</b>	To provide a full range of day to day IT services for customers. To assist in the wider projects across the Digital & Customer Service
<b>MAIN AREAS OF WORK</b>	
<b>1</b>	Provide first line technical support and troubleshooting for hardware, software, and network issues.
<b>2</b>	Respond to incoming support requests via phone, email, or ticketing system in a timely and professional manner.
<b>3</b>	Diagnose and resolve IT issues remotely or onsite, escalating more complex problems to the appropriate teams when necessary.
<b>4</b>	Install, configure, and maintain laptops, printers, mobile phones and other IT equipment.
<b>5</b>	Assist with user account management, including password resets and access permissions.
<b>6</b>	To support asset management and equipment procedures/protocols
<b>7</b>	Collaborate with other IT team members to identify recurring issues and implement solutions to improve system performance and reliability.
<b>8</b>	Keep accurate records of support requests, resolutions, and hardware/software inventory.
<b>9</b>	Provide end-user training and guidance on IT systems and software as needed.
<b>10</b>	To undertake any other duties for which the post holder is competent and which the IT Manager considers necessary for the effective and efficient delivery of the Service

## PERSON SPECIFICATION



<b>Post Title</b>	IT Technician	
<b>Directorate</b>	Deputy Chief Executive	
<b>Service</b>	Digital & Customer Services	
<b>Grade</b>	Local Salary Scale S4 – S5	
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Good standard of general education including GCSE's in English, Maths or Science or equivalent	X	
Educated to 'A' Level standard or equivalent	X	
Relevant IT certifications such as CompTIA A+, Microsoft Certified Desktop Support Technician (MCDST), or equivalent would be advantageous.		X
<b>Experience</b>		
Previous experience in a similar first line support role, preferably in a public sector or local government environment.	X	
A proactive and customer-focused attitude, with a commitment to delivering high-quality support services.	X	
Working with customers	X	
Strong knowledge of Microsoft Windows operating systems, Office 365, and common desktop applications.	X	
Excellent communication skills and the ability to interact professionally with users at all levels of the Council.	X	
Dell KACE inventory and imaging software		X
Telephony and mobile phone management	X	
ICT purchasing		X
<b>Skills and Abilities</b>		
To work as part of a team	X	
A proactive and customer-focused attitude, with a commitment to delivering high-quality support services.	X	
To work with people at all levels	X	
Clear verbal and written communication, including the ability to produce output that is consistently accurate	X	
To prioritise and handle competing demands	X	
Time management	X	
<b>Training</b>		
Flexibility and willingness to work across the IT Service area as required	X	