

## Job Description:

### ICT Technician

**Responsible to:** Head of ICT & Business Improvement

**Responsible for:** n/a

#### Overall Purpose:

- Deliver an excellent standard of customer service to Tai Ceredigion end users.
- Provide first-line support covering helpdesk Incidents, Problems and Change Management.
- Investigate and resolve data and system issues by using your own initiative and research.
- Create and maintain departmental documentation.
- Provide status reporting to management and escalate issues as required.
- Provide advice to customers, prepare guidance material and support end user training.

#### Key Responsibilities – Functional & Service Delivery:

- Be the first point of contact for ICT, communicating clearly and concisely with IT users of varying technical abilities.
- Manage and remedy technical support issues raised through the IT Service Desk and ensure these are resolved or escalated to the relevant person for resolution.
- Configuration of hardware and devices including desktop computers, printers, tablets, phones and mobiles. Including installation and configuration of software as required.
- Setting up new user accounts, amending existing users, setting up and amending groups, unlocking accounts, changing passwords, amending settings.
- Maintain and audit an accurate up-to-date inventory of the association's ICT hardware, software and licences.
- Liaise with the Senior ICT Technician about potential new system/process requests that may have come in via service desk or directly from users.
- Provide advice, training and support in the use of IT systems.
- Ensure that cybersecurity measures are robust and kept up to date.
- Support the installation and testing of operating systems, hardware and software.
- Ensure compliance with the association's Information Systems Security Policy and Procedures.
- Monitor the operation and security of systems to safeguard hardware, software and data.
- Ensure system users have efficient and effective support arrangements including access to helpdesk, self-help information, user guidance and other training and support arrangements.

### **Key Responsibilities – Service Development:**

- Maintain awareness and knowledge of development in hardware and software products (specifically with regard to housing systems)
- Ensure the organisation's systems are up to date and effective for its purposes making recommendations for changes where appropriate.
- Constantly review existing applications to check for their effectiveness and redesign where necessary.
- Adopt an ethos of continuous improvement with regards existing systems.
- Assist the Head of ICT and Business Improvement in the development of ICT budget planning.
- Assist the Senior ICT Technician to investigate new or existing ICT products and technologies that would provide additional benefits.
- Ensure application documentation is readily available and kept up to date to ensure that other members of the ICT team can effectively support applications.
- Ensure that all development work is properly versioned and carried out in compliance with change control, configuration management and documentation standards at all time.
- Proactively seek out and advise the association on advances in technology that may benefit customers and staff.

### **Key Responsibilities - Corporate:**

- To provide excellent customer service to all internal and external customers.
- Be able to work under your own initiative and is accountable for the decisions they make.
- Ensure that you work within the association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the association and its staff comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- To carry out such other duties and responsibilities as may reasonably be requested by the Head of ICT and Business Improvement.

This job description is not intended to be an exhaustive list of procedures and tasks carried out by the post holder. In view of the changing demands of the Service, emanating from legislation, government initiatives, the duties may need to be reviewed and revised as deemed appropriate by the Head of ICT & Business Improvement.

## Person Specification: ICT Technician

All criteria are **essential** unless indicated otherwise

### Qualifications:

- Relevant ICT qualification or equivalent through experience.
- Evidence of continually developing professional knowledge

### Experience:

- Experience of delivering high standards of customer service to all customers, internal and external.
- Working and contributing positively within ICT teams.
- Introducing new systems and change management.
- Awareness/Knowledge of Active Directory, Exchange Server, Thin Client Technology (Desirable).
- Achieving challenging targets and objectives.
- Experience of Unified Communications, Mobile Technology and Telephony (Desirable).
- Experience of structuring, managing and completing projects within a complex environment.
- Experience of Network and Server Administration (Desirable).
- Experience of Housing Systems (Desirable).

### Knowledge/Skills:

- Thorough understanding of how effective ICT systems can support the efficiency and performance of an organisation.
- Ability to develop and use databases for the collection and analysis of data to drive service improvements.
- Up to date knowledge of legislative frameworks and key issues relevant to the post.
- Demonstrable ability to develop ICT to improve business performance.
- Understanding and commitment to continuous improvement culture.
- Project management skills with an ability to plan, organise and prioritise effectively.
- Ability to analyse and interpret data.
- Sound verbal, reasoning and written communication skills.

### Leadership and Management:

- Ability to inspire, develop and motivate staff.
- Promotes equality and diversity in all aspects of employment and service delivery.

### Personal Qualities:

- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change.