

Job Specification

IT Support Technician (1st Line/ 2nd Line Support)

Responsible to:	IT Infrastructure Manager
Grade of post:	Technician
Salary:	To be agreed
Hours of work:	37 hours per week
Work location:	Oakley, Bedford

Role Purpose:

Reporting to the IT Infrastructure Manager, you will be passionate about delivering and maintaining an ever-expanding infrastructure with stability, security and excellence at its core. The company adopts an Open Source approach to its internal systems and applications.

The role will involve a mix of implementing, maintaining and automating server and network systems, and supporting network users. The successful candidate will play an important role in the direction of the infrastructure.

Key Responsibilities

- To provide technical support; answering support queries either onsite or via phone or email.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- To take ownership of user problems and be proactive when dealing with user issues.
- To log all calls on the call logging system and maintain full documentation.
- Respond to enquiries from clients and help them resolve any hardware or software problems.
- Maintain a log of any software or hardware problems detected.
- Support users in the use of Computer equipment by providing necessary training and advice.
- To allocate more complex service issues to the IT Infrastructure Manager.

- Setting up and configuring new laptops and desktops.
- Installing authorised software to laptops and desktops.
- Ensuring security and upgrades are applied to desktops and laptops and kept up to date.
- Antivirus installation to all desktops and laptops Fault finding to laptops and desktops.

Other Duties and Responsibilities

- To actively participate in Blue Bear's Performance Management Scheme.
- To undertake such other duties and responsibilities as may be reasonably required within the grade and level of the post.
- You will be expected to perform different tasks as necessitated by your evolving role within the company and the overall business objectives of the company. Some travel within the UK may be required.

Equality and Diversity

We are committed to the promotion of equality of opportunity in all of our activities and to encouraging access to our organisation from all groups irrespective of the equality strands. We are working to create an environment in which cultural diversity and individual difference are positively valued in an atmosphere free from harassment and discrimination. We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

The organisation together with the assistance of all employees are fully committed to developing a positive safety culture.

We encourage and support employees becoming involved in and participating in health, safety and welfare matters. Our goal is to motivate and empower all employees to work safely and protect their long-term health, not simply to avoid accidents.

PERSON SPECIFICATION

Education/Qualifications			
<i>Essential:</i>	S/L	I	A
• GCSE(Grade C and above)	X		
• Excellent troubleshooting and problem solving skills	X	X	
• Past experience using helpdesk applications	X	X	
<i>Desirable:</i>			
• MCSE	X		
Knowledge and Experience			
<i>Essential:</i>			
• Background in an IT support role	X	X	
• Building and Maintaining Laptops, desktops	X	X	
• Monitoring, auditing and testing of systems	X	X	
• Excellent telephone manner and face to face communication skills		X	
Personal/Behavioural Attributes			
<i>Essential:</i>	S/L	I	A
• Self motivated and reliable, good customer focus		X	
• Ability to work as part of a team		X	
• Ensuring that a high level of customer service and support is provided to all internal and external customers		X	
Other Requirements			
Safety Critical Role			
Subject to security vetting to a minimum SC level			

S/L = Short Listing I= Interview A=Assessment