Job Description

**1. Job Details:**

**Job title:** Junior IT Support Technician

##### Division: Central Function

**Department:** IT

**Responsible to:** IT Support Manager

**2. Job Purpose:**

* To install, repair, upgrade and maintain hardware, software and firmware used by end users

**3. Key Tasks / Responsibilities:**

* Repair, reconfigure or replace broken or poorly performing IT equipment
* Prioritise tasks
* Install PCs and peripherals
* Troubleshoot problems and share solutions
* Support Desktop Services (including Windows Servers)
* Offer advice, support and answer queries coming in to help desk as required
* Liaise with 3rd party services for repair of equipment
* Configure wireless devices
* Give basic advice in the use of equipment and best practices
* Dispose of redundant equipment appropriately
* Anticipate requirements
* Evaluate new products
* Maintain user accounts
* Create user mailboxes
* Participate in IT Projects
* Facilitate the relocation of workstations dependent upon the company requirements

**4. Financial Responsibilities:**

* None

**5. Generic Responsibilities**

* Ensure compliance with all aspects of “The Blakemore Way” and appropriate levels of the Competency Framework
* Maintain employee and organisational confidentiality in line with Data Protection Act
* Demonstrate commitment to Equality and Diversity
* Comply with Health and Safety responsibilities in line with the company Health, Safety & Environmental Policy
* Comply with all other policy and legal requirements in relation to role

**6. Other:**

This job description describes the main responsibilities of the post holder but is not intended to cover in detail all the tasks required of the post. The post holder may be required to carry out other duties as requested by management; however these will not be unreasonable and will be appropriate to the level of post.

As circumstances change, responsibilities may be amended to reflect new requirements of the post but levels of responsibility and the nature of duties will remain consistent. The post holder will be fully consulted on any significant changes.

On occasions the post holder may be required to work from an alternative location to usual place of work; however will be given appropriate notice of this change should it be required.

**Signature of post holder:**

**Name of post holder: Date:**

**Person Specification**

**1. Job Title:** Junior IT Support Technician

**2. Last Revision Date:** Aug 2012

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| **3. Education / Qualifications / Licences** |
| Essential | **Desirable** | **Measured By** |
| * Basic education (numeracy and literacy)
 |  | Application Form / CV / Original Documentation |
| **4. Skills / Abilities / Knowledge / Experience** |
| Essential | **Desirable** | **Measured By** |
| * Working knowledge of Windows XP, Microsoft Office and other relevant packages and the Internet
* Experience in an IT environment
* A strong technical background
* Good communication skills
* Ability to work in a team and on own initiative
* Good time management
* Problem solving skills
 |  | Competency Based Interview / Assessment |
| **5. Behaviour / Attitude** |
| Essential | **Desirable** | **Measured By** |
| * Compliance with the company values and required levels of the competency framework
 |  | Competency Based Interview / Assessment |

**6. Core Competency Framework:**

TBC

**Signature of post holder:**

**Name of post holder: Date:**