

## ROLE PROFILE

<b>POSITION</b>	<b>IT SUPPORT TECHNICIAN</b>		
<b>TEAM</b>	IT	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	2.2	<b>LAST UPDATED</b>	August 2021

<b>PURPOSE OF ROLE</b>	In accordance with the Coastline's IT service objectives to be responsible for the support our information systems and networks. To support Coastline's employees and ensure the effective administration of Helpdesk, account security and inventory.
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## KEY ACCOUNTABILITIES

1. First line IT support for all internal customers.
2. PC configuration, support and installation.
3. To administer the new user process.
4. Provision of guidance to users on PC operations, usage of desktop applications and familiarisation with main applications.
5. The operation & administration of the IT Help Desk, and the identification, prioritisation and resolution of faults.
6. To maintain accurate hardware and software inventory.
7. To be alert to potential breaches to the security of systems and the confidentiality of data.
8. Assist in project roll outs as required.
9. Assist with back up procedures.
10. General Office administration.
11. Support the IT Manager and other IT colleagues.

## GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

## REPORTING

- Reports to IT Operations Manager.

## CONTACTS

### Internal

- All staff using IT.
- Senior Management.
- Exec Team.

### External

- Support contractors and consultants.
- Software support helpdesks for external companies.
- Equipment and License suppliers.

## PERSON SPECIFICATION

<b>POSITION</b>	<b>IT Support Technician</b>	<b>LOCATION</b>	Coastline House
<b>TEAM</b>	IT	<b>LAST UPDATED</b>	August 2021
<b>VERSION</b>	2.2		

QUALITY	ESSENTIAL	DESIRABLE
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>Put our customers first</li> <li>Be open, honest and accountable</li> <li>Strive to be the best</li> <li>Value each other</li> <li>Good communication skills.</li> <li>Ability to work on own initiative and prioritise workload.</li> <li>Able to work as part of a team.</li> </ul>	
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>A good level of secondary education.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of IT training (i.e. Microsoft courses, ECDL).</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>Experience working in a customer facing environment.</li> <li>Confident computer user.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of computer and network technologies.</li> <li>Experience supporting computer users.</li> </ul>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>Ability to work patiently with computers and people.</li> <li>Ability to deal confidently with people both face to face and via the phone.</li> <li>Ability to manage conflicting priorities.</li> <li>Ability to work unsupervised using own initiative.</li> <li>Commitment to a customer focused service to achieve business objectives.</li> <li>Be able to work as a team member.</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in a multiple site office.</li> <li>Experience of working with confidential data.</li> <li>Appreciation of Data security issues</li> </ul>

<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Clear oral &amp; written communication.</li> <li>• Ability to work to time scales.</li> <li>• Ability to explain technical information in a clear, understandable way.</li> <li>• People skills; ability to work closely with colleagues.</li> <li>• Must be organised, methodical and analytical.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of showing others how to use software/hardware.</li> <li>• Enthusiasm for learning and applying new skills</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to travel in local areas to other offices and sites.</li> <li>• Availability to work occasional unsocial hours when requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Have access to own vehicle to travel around local areas.</li> <li>• Willingness to travel out of county to attend training courses when required.</li> </ul>