

# JOB DESCRIPTION

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## ICT SUPPORT TECHNICIAN

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### 1 PURPOSE OF JOB

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- To provide multi-level support, daily administration and maintenance in relation to the Information Communications Technology infrastructure.
- First line helpdesk support for client hardware/software including in-house applications.
- Assist in hardware/application evaluation and deployment.
- Assist in the rollout of newly developed computer systems.

### 2 JOB ACTIVITIES

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- Manage personal workloads.
- Provide first line support and solutions for client PCs.
- Maintain support knowledge database and hardware/software inventory.
- Software & Hardware problem analysis/solutions.
- Provide daily support/maintenance for network infrastructure, internet access, network security solutions, internal/external electronic mail, integrated third party applications and internal workflow/imaging system.
- Provide software/application and hardware evaluation reports.
- Research, to keep up to date with IT developments and their possible application to the office.
- Liaise with all levels of staff.

### 3 RESPONSIBLE FOR

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- None.

### 4 DECISIONS MADE

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- Planning and prioritisation of personal workload.

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- Assist in the selection of software/hardware solutions and implementation methods.
- Identifying and implementing design solutions to meet the needs of the Joint Board.
- Be able to identify personal training needs and giving notice as such.

## **5 SUPERVISION RECEIVED**

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- General day to day supervision provided by Information Communications Technology Support Manager.
- Expected to work largely on their own initiative.

## **6 CONTACTS**

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- Internal -All staff up to Directorate level.
- External - Constituent authorities and their departments, Software and hardware suppliers, Maintenance providers and other outside contractors, Training and development resource providers, External training providers, Further education providers.

## **7 QUALIFICATIONS**

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- HNC in computing and MCP required; MCSA or Certificate in Training Practice desirable.

## **8 EXPERIENCE**

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- The post holder will be required to have specialist knowledge, or the ability to gain this knowledge quickly, of business operations to enable Information Communications Technology support.
- Comprehensive knowledge of a Windows Environment and Microsoft Office and its functions.
- Practical experience in producing and delivering training solutions.
- Practical experience in using Web authoring software and graphics manipulation software is essential. Knowledge of FTP procedures and other Internet protocols is desirable.
- Network Support, Administration and Training services experience will dictate salary placement.

## **9 COMPLEXITY**

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- Knowledge of business operations to enable Information Communications Technology support.
- Hardware/software analysis and problem solving on an individual basis and as part of a team.

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- Maintain an understanding of PC and network hardware/operating systems to enable support work to be undertaken.
- Awareness of current design trends and best practice design solutions.
- Be able to adapt quickly to changes in technology in general and hardware/software solutions in particular.
- Maintain an understanding of Web technology to enable web design solutions to be undertaken.
- Maintain an understanding of corporate wide data management strategies.
- Practical understanding of address management procedures.
- Understand statutory legislation such as the Freedom of Information Act and the Data Protection Act.
- Quickly assimilate relevant information, develop innovative solutions to problems, present ideas at the highest level and support the Executive in the implementation of new policies, procedures and practices.
- Highly articulate and have excellent communication and presentation skills.
- Production of training materials.
- Ability to create PC based instructional presentations, reports, spreadsheets and databases using, for example, Microsoft PowerPoint, Word, etc.
- Awareness of the current market in training resources, and best practice training methodology.
- Ability to speak confidently to a group, demonstrate tact, diplomacy and patience, be flexible and open to new ideas on training styles and working practices and demonstrate strong self motivation and interpersonal skills.

## 10 CREATIVITY

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- Assist in the preparation of detailed hardware/software implementation plans.
- Assist in the creation of internal address management procedures.
- Assist in the creation of evaluation/testing methodology.
- Provide Information Communications Technology recommendations to the Information Communications Technology Support Manager.
- Preparing Information Communications Technology reports for senior staff.
- Production and maintenance of appropriate records, reports and training materials.
- Development of standards in the creation of training and IT documentation.

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- Ability to promote appropriate solutions to an individual, group or situation.
- Aptitude for recommending and producing innovative solutions.
- Constantly develop effective ways to monitor training needs and courses.

## 11 SPECIAL CONDITIONS

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- The post holder will be required to ensure that network services are available whenever required by the office for operational purposes. The post holder may therefore be required to work outwith normal working hours in order to ensure an effective service. This will include times when no other staff are present.
- The need for confidentiality is paramount.
- Any other duties pertinent to post.