

Job Description

Job Title	IT Support Technician	Holidays	25 days / year + statutory
Department	IT	Pension	5% contributory
Hours per week	38 hours -	Reports to	Financial Director
Duration	Permanent Full Time	Hours of Work	0830 – 1700 Mon –Thu 0830 – 1500 Fri

Job Summary

To provide IT Support and assistance to internal DSE staff.

Main Functions & Duties include

- Providing day to day support via our internal IT Support ticketing system across a wide range of issues.
- Assist with maintaining the company's IT networks, servers and security systems.
- Configure and install new IT equipment and software.
- Deal with computer, laptop, printer and phone/mobile issues within the company
- Provide training and advice on IT hardware and application software including Microsoft Office, Malware, SPAM etc.
- Monitor IT systems and diagnose and repair issues
- Update/upgrade different types of software and hardware.
- Police the internet and monitor SPAM filters.

Critical Success Factors

Success in this role will be judged by the following key performance indicators

- Performance against IT Support targets
- Consistent effective contributions to all the teams' processes and activities, ensuring continuous improvements to the high quality IT support service expected by DSE employees.
- Optimum use of working time through effective time management and communications
- Ability to document procedures.
- Taking responsibility for own work and successfully delivering all objectives within deadlines
- Provide a consistent high level of customer service ensuring all requests are treated efficiently and in an professional manner

Working Conditions

The role is based at our offices in Hunmanby, North Yorkshire. It is a requirement of this role that the job holder will be prepared to travel on company business. The hours of work are listed above, but you may need to work out of office hours. Often this would be to fix a technical problem, carry out maintenance work or upgrade the system, when it cannot be easily done during office hours.

Job Holders Attributes

- Minimum of 5 years recent experience in the IT support industry.
- Educated to MCP, MCSE, Cisco CCNA, Cisco CCNP, VMware or equivalent industry qualifications.
- Experience with Microsoft Office, Microsoft Exchange, Microsoft Windows desktop and server OS, Microsoft Visual Studio, Microsoft Team Foundation Server, Microsoft SharePoint, Microsoft SQL Server,
- Experience with Cisco Networking including switches and routers.
- Experience with VMware ESXi
- Experience with Cisco Call Manager, Cisco Unity.
- Experience with Ethernet, TCP/IP, DNS, DHCP.
- Experience with C#, ASP, SQL would be an advantage.
- Ability to learn new IT skills and a desire to pursue career development and undertake appropriate training
- Excellent communication skills with the ability to communicate effectively with technical and non-technical colleagues
- Ability to operate under own initiative as well as possessing strong team working skills
- Excellent time management skills
- A positive 'can do' attitude
- Ability to work in a demanding, fast paced environment and to tight deadlines
- Ability to work at a high level of concentration and commitment

Name of person compiling description	
Date of description	November 2018