



JOB DESCRIPTION

Job Title:	IT Support Technician
Reports To:	Senior IT Manager
Team:	IT
Directorate(s):	Resource and Business Services
Grade:	BHA B3
Job purpose:	To provide effective administration, maintenance and support of Broadland Housing's endpoint hardware, software, associated peripherals, network and server infrastructure in a timely and professional manner and in accordance with service level agreements. To provide day to day maintenance and support in regard to business continuity and to work on new projects in order to develop and improve the business To ensure a high level of customer service is always provided

Overview:

1. Key skills to do the job • Proven Experience of providing 2nd line support services. • Experience of network management with switches, routers and firewalls • Experience of working with and administrating telephony and VOIP systems • Proven understanding of the following: ○ Windows Endpoint troubleshooting ○ Windows Server administration ○ Hyper V environment ○ Office 365 administration ○ Intune ○ Cyber Security • Experience in MS Office product functionality including Word, Excel, Visio, PowerPoint, Outlook and Teams • Experience in training staff on IT Systems

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Excellent effective communication, both verbal and written to both internal and external customers.
- Excellent team worker who can work using own initiative and to be able to work a part of a team to ensure the team achieves its goals.
- Ability to maintain excellent communication with the Senior IT Manager on all tasks & projects.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To provide 2nd line IT support services.
- Act as a point of escalation for the IT Support Assistant for 2nd line IT support.
- Work with the Senior IT Manager to ensure the business has the appropriate infrastructure in place to ensure the strategic objectives of Broadland can be met.
- Administration of Broadland's Office 365 account including Exchange, OneDrive, SharePoint and Teams.
- Assisting the Senior IT Manager with maintaining, designing and troubleshooting Broadland's network infrastructure.
- Monitoring network utilisation and performance, reporting any issue issues to the Senior IT Manager.
- Installation, configuration and testing of network equipment at new and existing locations.
- Maintains and configures Broadland's unified communications infrastructure.
- Undertake staff onboarding processes, preparation of guidance material and training sessions to ensure effective and secure use of Broadlands assets.
- To remain informed about updates and new features in Office 365, identify those that may affect or benefit staff, and communicate these changes effectively to the organisation.
- To provide support, understanding and patience to those with limited IT literacy skills and those who have other literacy challenges e.g. Dyslexia. To ensure all incidents raised on the Broadland's helpdesk and assigned to the post holder are prioritised, analysed and resolved effectively and efficiently ensuring excellent customer service is maintained at all times.
- Work alongside the Senior IT Manager to maintain and test the Business Continuity and Disaster Recovery processes.
- Research and recommends new technologies both hardware and software related.

- Work with the Senior IT Manager to ensure compliance with GDPR, Software Licensing and other legal requirements pertaining to the operation of the IT systems.
- Internal contact will be with all members of the business at all levels in relation to the operation of IT systems in order to ensure that work is completed accurately. Purchasing of IT Hardware and Software via liaisons with external vendors and suppliers, ensuring latest technologies/products are compatible with current systems and aim to achieve best value for money.
- Maintain relationships with IT consultants and engineers on technical matters relating to Broadland's systems to ensure IT software and hardware continues to meet needs. Promote the aims and objectives of Broadland when dealing with all internal and external contacts

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Essential Criteria

Qualifications

- GCSE level or equivalent (5 Grade Cs / Level 4, including English Language and Maths)
- MTA Cloud Fundamentals or equivalent
- Driving Licence

Experience

- Minimum of 2 years' experience providing 2nd line support.
- Minimum of 2 years' experience in networking and telephony systems.
- Experience of the following:
 - Windows Server administration
 - Windows Endpoint troubleshooting
 - Hyper V
 - Microsoft Active Directory and Group Policy
 - Intune
 - LAN/WAN security
 - VoIP
 - Office 365
 - Microsoft Skype for Business
- Understanding of switches, routers and firewalls
- Understanding of networking essentials (TCP/IP, DNS, DHCP)
- MS Office Suite and Teams

Desirable Criteria

Qualifications

- Microsoft Associate certification or equivalent

Experience