

## Role Profile

**Job title:** IT Systems Technician

**Reports to:** Head of IT

**Date prepared:** October 2021

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## PURPOSE

Undertake designated specialist IT activities across multiple locations, to provide an effective IT service to colleagues, in accordance with agreed service standards, under appropriate guidance and direction, in support of RZSS' vision and mission. Assist the Head of IT, and other IT staff, as needed in providing a professional service to all employees.

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## RESPONSIBILITIES

- Acts as the primary escalation point for issues escalated from level 1 IT support across the whole Society, demonstrating first-class customer care and service. May, very occasionally, be the only IT resource for the Society (e.g. during sickness, holiday, work commitments elsewhere in the IT team).
- Troubleshoots and resolves level 2 IT issues in a timely and efficient manner, updating ITSM systems as appropriate and keeping the end user informed.
- Where necessary, escalates issues to level 3 staff and/or 3<sup>rd</sup> party suppliers as appropriate, keeping internal colleagues and end users updated on progress. Monitors escalated tasks through to completion.
- Undertakes 2<sup>nd</sup> line technical support of the Society's IT hardware estate (servers, storage, networking, IP-CCTV, desktops, laptops, printers, peripherals, VoIP/PBX telephone).
- Undertakes 2<sup>nd</sup> line technical support of the Society's networking and communications infrastructure (Internet, WAN, LAN, VLAN, Wi-Fi etc).
- Undertakes 2<sup>nd</sup> line technical support for both the Society's standard IT software provision (Windows, Mac, Office365 etc) and its line of Business specialist systems.
- Works with and assists the IT System Engineer on large, complex infrastructure/systems projects.
- May undertake smaller scale infrastructure/systems projects in isolation, but under the supervision of the IT Systems Engineer and/or the Head of IT.
- Monitors technical systems for issues and alerts, actioning accordingly and/or escalating to other IT team members (e.g. hardware end point monitoring, automatic system updates and monitoring, patch/back-up management, anti-virus/malware monitoring, virus checking and back up monitoring).
- Prepares, configures and builds IT hardware to agreed procedures and specifications, often at short notice and to tight deadlines.
- When undertaking level 1 tasks, the role holder will:
- monitor all IT support contact channels (e.g. telephone, email, in person, Helpdesk tickets), and logs such contacts into the departments online ticketing system (ITSM) and track progress.
  - triage initial user contacts and actions and/or delegates to other IT team members as appropriate; including logging, liaising and managing calls with 3<sup>rd</sup> party suppliers and keeping internal colleagues updated on progress.

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- Undertake user management tasks (including the onboarding of new starts and deletion of leaver accounts in a timely manner), according to agreed procedures and protocols.
- Provides end-user support (e.g. user coaching, minor physical repairs or replacement products) for all Society IT hardware (desktops, laptops, printers and peripherals etc).
- Provides end-user support for Society’s standard IT software provision (Windows, Office365 etc).
- In conjunction with all IT staff, maintains and ensures that the IT asset register is up to date; accurately recording new assets and ensuring existing records are up to date.
- Ensure compliance with RZSS’s policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
- Engage with the Society’s appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
- Perform other reasonable duties and/or projects as directed by your Manager.

## KNOWLEDGE, SKILLS AND EXPERIENCE

	Essential	Desirable
<b>KNOWLEDGE</b>		
Degree level or equivalent level IT qualification.		√
Microsoft Certified Solutions Associate or equivalent	√	
Microsoft Certified Desktop Support Qualification or equivalent		√
Commitment to Continuous Professional Development	√	
An awareness of current trends and issues in IT, data protection and information compliance	√	
<b>SKILLS</b>		
Good stakeholder management and negotiation skills	√	
Promotes an excellent customer service ethos	√	
The ability to communicate technical issues, both verbally and in writing, to a varied user base	√	
Recognises the need to refer to others’ expertise and takes appropriate action	√	
Approaches change in a positive flexible and enthusiastic manner	√	
Excellent team working	√	
A broad understanding of best practice troubleshooting techniques to be able to provide IT support to staff with a customer-focused approach.	√	
<b>EXPERIENCE</b>		
Experience in an IT department providing personal support to users with a range of abilities, including the provision of 1st and 2nd line support.	√	
Experience in a similar technical role.	√	
Demonstrable technical experience of Microsoft server stack technologies and architectures including, but not limited to, Windows Server 2012 and above, Active Directory (AD DS, DHCP, DNS, GC/DC, Kerberos, Certificate Services, GPO, EFS/Bitlocker, DFS, ADFS, RDS), IIS, Exchange/Exchange Online, SharePoint/SharePoint Online, WSUS and SQL Server.	√	
Technical experience of complex (inter-site and intra-site) client\server LAN and WAN environments.	√	

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Technical experience of WAN/LAN networking, including working with complex, multi-site WANs and LANs, fibre and copper infrastructures, complex VLANs and segregation for legal compliance, Wi-Fi, SSIDs etc. Experience of Cisco Meraki would be highly desirable, but experience of other cloud switching platforms is acceptable.	√	
Technical experience of PBX/VoIP telephone and web/video conferencing systems – preferably experience of Mitel Enterprise VoIP and voicemail systems; and Skype for Business/Teams.	√	
Technical experience of supporting and troubleshooting Microsoft Windows 10 and above.	√	
Technical experience of the configuration and deployment of cloud based anti-virus/anti-malware platforms. Experience of Sophos products would be highly desirable, but demonstrable experience of other cloud security platforms is acceptable.	√	
Technical experience of Virtualisation, SAN and NAS storage technologies, including experience of VDI, remote desktop and application virtualisation – preferably on a VMware platform.		√
Demonstrable technical experience of the configuration, deployment and maintenance of the O365 suite – including, but not limited to, application/service deployment and configuration, data compliance and auditing, threat management, Azure <> On-prem directory synchronisation, and Azure AD.		√
Demonstrable technical experience of automated software and OS deployment technologies (e.g. WDS & MDT, packaging, GPO deployment, SCCM, scripting)		√
Experience of working with Service Request & Incident logging software – preferably Zendesk or other cloud based ITSM platforms.	√	
Experience of supporting and troubleshooting mobile devices in a corporate environment, including MDM/BYOD deployments, Android Enterprise and Apple VPP/Apple Business Manager.	√	
Experience of Linux Server configuration, deployment and maintenance would be highly desirable.		√
Experience of IP-CCTV technologies in a multi-site environment.		√
Experience of IP based digital signage solutions		√
Experience of adopting a project management approach to IT developments.		√

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## BEHAVIOURAL COMPETENCIES

Competency	Level	Essential	Desirable
Planning & Organising	Plan ahead, organise your work, take into account the potential for change.	√	
Finding Solutions	Balance short term fixes and longer term solutions across the team.	√	
Taking Responsibility	Perform your role to the best of your ability with enthusiasm and a positive approach	√	

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Understanding Others	Listen to and understand the needs of colleagues and stakeholders	√	
Team Working	Be collaborative & seek to find a positive outcome for the team & for RZSS.	√	
Communicating	Comfortable initiating dialogue with people; communicate with care to ensure your message is understood.	√	
Embracing Change	Take the initiative to make improvements to the way you do your role.	√	
Gathering Information	Gather and manage information relevant to the team's operations.	√	

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