Twiningenterprise
mental wellbeing through work

Job Description

Job Title: IT Technical Support Officer

Responsible to / Supervised by: IT & Information Manager

Hours: 37.5/Week

Salary: £23,500

Contract: Permanent

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Job Purpose:

To monitor and maintain Twining's computer systems and networks, install and configure computers systems, diagnose hardware and software faults and provide technical and application support both over the phone or in person.

Responsibilities and Duties:

- Setting up, installing and configuring computer hardware, operating systems and applications.
- Monitoring and maintaining computer systems and networks.
  Talking staff and clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Carrying out regular backups and checking their integrity.
- Replacing parts as required and liaising with suppliers to effect repairs.
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new application software and operating systems.
- Setting up new users' accounts and profiles and dealing with password issues.
- Responding within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritising and managing multiple open cases at any one time.

Personal Specification

Attitudes:

- Confident, articulate and reliable.
- Commitment to equal opportunities and diversity with practical ideas for its implementation within the scope of the post.
- Creative and enthusiastic to try new things.
- A willingness to undertake formal training to obtain the necessary skills and knowledge for the role, e.g. new hardware or software.

Skills, Ability & Knowledge:

- Good working knowledge of recent and current versions of Microsoft Windows, Microsoft Office and Google Applications.
- A high level of organisational skill, including the ability to work independently and collaboratively to support the work of IT and colleagues.
- Ability to communicate IT issues to a range of audiences.
- Good knowledge of IT hardware.
- Organisation of own workload and priorities on a day to day basis using own initiative.
- Competent in record keeping and administration.
- Good interpersonal skills with good oral and written communication skills.
- An effective team player who can think and work independently.
- Competent in using social and traditional media applications.
- Has a sense of humour particularly when facing difficult and challenging situations and the ability to ask for help when needed.

Desirable Experience & Qualifications:

- Experience of troubleshooting ICT systems and procedures.
- A good level 2 qualification in ICT or related field.
- ICT relevant qualification to degree level or COP TIA A+ Certification.

Other Requirements

This post will be subject to a satisfactory Enhanced DBS check. Ability to travel around London and Greater London as required.