Post: Assistant IT Support Technician

Grade: 6

Directorate: Support Services

Location: HQ, WWT Slimbridge Wetland Centre

Reporting to: Infrastructure Lead & IT Support

Main function of post: To provide professional and helpful resolution of Help Desk queries and change requests. To assist in installing, troubleshooting and configuring pc's, laptops and associated peripherals utilised by WWT.

Supervisory responsibilities: None

Responsibilities of the post

1. Assist in ensuring speedy resolution of 1st line Help Desk queries and change requests.

2. Provide IT related support to the WWT end-user community.

3. Process, configure and rollout new PC's, laptops and associated peripherals to WWT requirements.

4. Troubleshoot PC's, laptops and associated peripherals and escalate to senior IT staff and / or 3rd party support where appropriate.

5. Perform common user account administration including creating / removing user accounts and managing permissions.

6. Keep updated relevant IT documentation.

7. Assist other members of the IT team in their daily activities and IT projects.

8. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.

9. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: April 19   **Amended: June 25**

Person Specification

1. Qualifications

Essential:

- Educated to GCSE standard or equivalent
- Current driving license as some travel to other WWT sites will be necessary
- Educated to A level or BTEC Computing, MCSA/E, CompTIA or Level 3 IT Apprenticeship

2. Experience

Essential:

- Good experience in supporting a variety of user levels in a Microsoft based network.
- An understanding of user account management using Microsoft Active Directory.
- Microsoft Windows 11 & Microsoft Office 365 support.
- Confident in configuring, maintaining and troubleshooting PC's, laptops, printers and associated peripherals.
- A good understanding of basic LAN and WAN network support and protocols.

Desirable:

- Audio visual solutions support
- MAC support
- Mobile (android) support

3. Managerial & Supervisory

Essential:

- None

4. Responsibility

Essential:

- Assist in ensuring speedy resolution of 1st line Help Desk queries and change requests.
- Process, configure and rollout new PC's, laptops and associated peripherals to WWT requirements.
- Troubleshoot PC's, laptops and associated peripherals.
- Perform common user account administration.
- Update relevant IT documentation.

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£0

Cash Handling	£0
Assets (required for job, exc. buildings)	Up to £50,000
Visitors (per annum)	N/A 0

5. Creative Ability

Essential:

- An organised individual who maintains high levels of detail, quality and accuracy.
- Used to multi-tasking and coping with busy workloads.
- Logical thinker with a positive 'can-do' attitude.

6. Contact

Essential:

- To be able to communicate clearly, verbally and in all forms of written communications.
- To provide support to all levels of staff in a professional, polite and helpful manner.
- Possess the ability to work under pressure and work effectively as part of a team.

Special Conditions

Access to confidential information

General Notes

This position will require very occasional work during evenings, weekends and public holidays to meet the needs of the business.