Job Title: IT Support Technician

Responsible To: IT Services Support Team Leader

Direct Reports: None

Place of Work: IT Services Department offices at Ponds Forge, and at any
property/venue/facility owned or operated by the Company.
Home (remote) working may be required at times specified by the Company.

Purpose of Job:

To provide a quality-driven support service to all users of systems and technology within Sheffield City Trust and associated Companies.

To work flexible hours necessary to meet the current and future needs of the business, including covering on an "on-call" basis and to cover for events at venues, where required.

To provide advice, support & training to service users as and when appropriate.

To assist all colleagues within the IT Services Department, in projects, including (but not limited to) system upgrades, which may involve working unsociable hours when necessary/appropriate.

Key Responsibilities:

1   Core Values

To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2   Customer

To assist in the delivery of IT support services to all service users within Sheffield City Trust and any other site, and/or organisation that the department is required to as part of the business operations. This will include services to external organisations relating to events taking place within any of the venues.

To focus on the quality of service delivery, including proactive communication with colleagues and customers, taking ownership of reported issues until fully resolved or acceptable and agreed workarounds are provided. Visits to sites will be necessary where remote support is either not appropriate or an issue has not been resolved remotely.

To provide relevant and appropriate advice to all service users on good working practices, including (but not limited to) online safety, remote (home) working, and cyber-security related matters, (eg email phishing, malicious websites, and social engineering techniques), and Microsoft applications, (such as Word, Excel, Outlook, Teams, and SharePoint), and including web-browser-based versions.

3   People

To work as part of the support team, led by the IT Services Support Team Leader, delivering a high-quality support service for all end-users, including provision for events held at all company facilities.

To identify possible end-user training requirements, as part of the support service.

To assist all IT Services colleagues with projects, system maintenance & upgrades when required to do so.

4   Financial

To work within the budgetary targets for the department.

5   Business Development

To identify areas of improvements, development opportunities and to feedback as part of the departmental communication channels.

Serve as a technical resource to project teams, both IT led, and non-IT led.

To regularly feedback to all members if the IT Services Department on relevant areas of work and any related issues.

To ensure all services & systems are fully documented and including when system upgrades or changes take place.

To maintain up to date technical knowledge and undertake relevant training where appropriate.

6   Operations

To carry out tasks necessary for the resolution of supports calls logged through the company's IT Service Management system.

To escalate incidents to relevant IT colleagues where appropriate and to report incidents to associated external organisations when required.

To work flexible and staggered hours basis to ensure the support service meets the requirements of the business. The days and times direct support is available to service users may vary over time due to any changes in business requirements.
To cover additional hours based "on-call", which may also change depending on business requirements.

To provide on-site cover for events at venues.
To work overnight when necessary for essential maintenance and upgrades.

To provide support advice to end users.

To assist in the installation of new hardware and software where appropriate.

To carry out planned preventative maintenance on IT & communications equipment.

Work within Company and department guidelines, policies and procedures and ensure, as part of the support service, end-user compliance to IT related policies and procedures.

To assist in the recording of IT assets, including movement tracking.

To maintain confidentiality at all times, working to Data Protection guidelines and respect privileged technical access to company files and information.

Ensure compliance with relevant statutory legislation, such as the Data Protection Act 2018 and Computer Misuse Act 1990.

7 Key Performance Indicators

To work using the priority-based incident management system and change management system ensuring all requests are resolved within pre-determined target levels.

8 Health and Safety

To comply with Company policies and procedures, safe working practices and statutory legislation at all times.