



JOB DESCRIPTION

Post: Information and Communication Technology (ICT) Officer

Base: Nantgarw, Cardiff

Salary: £ 18,000 – £21,000

Hours: 30 – 37.5

Responsible to: Information Communications Technology (ICT) Manager

JOB SUMMARY

The Officer (ICT) provides vital 'back office' and 'user support' to staff focusing on ICT tasks carried out on a daily or *ad hoc* basis. This includes repairs, maintenance, support and the introduction of new software and hardware systems. It also involves support to users when working remotely from home or client sites.

The ICT Officer will provide first and second line support for Drive systems and employees, ensuring all incidents and service requests received via telephone, email, web-form, and face-to-face are handled in accordance with the IT Helpdesk established service levels.

Main duties and responsibilities:

1. Systems Administration, support and maintenance

- 1.1 Ensure the Incidents and Change Requests are managed and resolved where possible, this will include all daily administration and security functions, user account maintenance, data backups, system security maintenance and storage management in conjunction with Drive's external IT support provider.
- 1.2 To support the company wide network of computer users, to offer help and assistance on all aspects of our ICT systems to a base of users with varying levels of ICT experience.

- 1.3 To support the Organisations telephony systems, both mobile, landline and IP based which will include liaison with our telephony service providers when resolving technical matters.
- 1.4 To assist in the surveying of existing and new sites, for the installation or upgrading of data and voice networking solutions.
- 1.5 To assist in the installation, testing, commissioning and support of new data and voice networking solutions.
- 1.6 Maintain an accurate asset register of all company devices.

2. Technical Services

The ICT Officer will also be required to address technical issues that may arise, the scope of this will include:

- 2.1 Assessing of technical issues, making initial evaluations and either making such repairs or upgrades that are practical, economic and comply with health and safety legislation or dispatching the equipment for a third-party repair or arranging an on-site repair from a third-party organisation.
- 2.2 To install, re-locate, replace or upgrade hardware or software components or systems throughout the client user base, which may involve travel and overnight stays often at short notice, or work outside normal office hours for which time off in lieu will be given.

3. Other Duties

- 3.1 To assist and support other departments, and to be prepared to offer support and cover at times of holiday, sickness or in the event of a vacancy.
- 3.2 The ICT Officer may occasionally be required to undertake special projects or work outside normal office hours.
- 3.3 There will also be requirements to travel to conferences, training courses or trade exhibitions which may require an overnight stay.
- 3.4 You may be asked to provide IT training and or contribute to working Groups.
- 3.5 Help to maintain the Knowledge base, recording all known issues and fixes.

4. General

In carrying out the above duties, the post holder will:

- 4.1 Seek to improve his/her own performance and contribution.
- 4.2 Keep up to date with developments in subjects relevant to his/her duties and responsibilities.
- 4.3 Seek to improve knowledge and skills.
- 4.4 Carry out his/her duties as required.
- 4.5 Be responsible for working in a manner that does not endanger the health and safety of himself/herself or others.
- 4.6 Assist in the retention of best practice “badges” such as Investor in People, Cyber Essentials Plus.
- 4.7 Proactively monitor and implement the ICT Security policies.
- 4.8 Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the organisations policies and procedures and compliance of the Equal Opportunities, Safeguarding, Confidentiality and Data Protection policies.
- 4.9 Assist in the Digitalisation Agenda, providing support to supported people with technology and equipment.

<p>This job description sets out the main duties of the post at the date when it was drawn up. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed, in addition the post holder is expected to carry out other reasonable duties as requested by the ICT Manager or Director of Finance.</p>

PERSON SPECIFICATION – Information and Communication Technology (ICT) Officer

QUALIFICATIONS	Essential	Desirable	How Identified
Educated to HNC/HND Level (in certain circumstances relevant and proven experience will be considered)	X		Documents/Application Form
COMP TIA A+ or MCSA, MCSE, MCSM related to any of the following: Windows Server, Exchange, SQL, SharePoint		X	Documents/Application Form
Cisco Certified Network Associate (CCNA)		X	Documents/Application Form
ITIL v3 Foundation Certification		X	Documents/Application Form
EXPERIENCE			
First and second line system support	X		Application Form/Interview
Deployment and maintenance of desktops , laptops and smart devices	X		Application Form/Interview
Infrastructure monitoring systems		X	Application Form/Interview
Virtualisation technology e.g. HyperV and VMware		X	Application Form/Interview
RDBMS administration, scripting and development		X	Application Form/Interview
IT Service Management environment		X	Application Form/Interview
KNOWLEDGE			
MS Desktop and Server Operating System Administration	X		Application Form/Test
MS Exchange Server Administration		X	Application Form/Test
MS SharePoint Server Administration		X	Application Form/Test
MS SQL Server Administration		X	Application Form/Test
Network Routers, Switches and Firewalls		X	Application Form/Test
IP Telephony	X		Application Form/Test
Anti-virus and other security software	X		Application Form/Test
SKILLS			
Time Management to meet targets and deadlines	X		Application Form/ Interview
Analytical approach and problem solving	X		Application Form/ Interview
Willingness and ability to adapt to change	X		Application Form/ Interview
Creativity and flexibility	X		Application Form/ Interview
Tailored communication with a varied audience	X		Application Form/ Interview
Commitment to customer service and quality	X		Application Form/ Interview
Team working	X		Application Form/ Interview
Ability to deal with confidential and sensitive issues	X		Application Form/ Interview
PERSONAL QUALITIES			
Champions customer focus and demonstrates great customer service	X		Interview
Displays a positive and can-do attitude and is able to work of their own initiative	X		Interview
Is proactive and looks for ways that the organisation can continually improve	X		Interview
Flexible and adaptable approach to work, colleagues and customers	X		Interview

Accurate and good attention to detail	X		Interview
Ability to remain calm when under pressure	X		Interview
Innovative and creative with a 'thinking outside the box' mentality	X		Interview
A team player and can build positive cross-departmental working relationships	X		Interview
Ability to remain assertive yet respond sympathetically and with understanding in challenging situations	X		Interview
Able to represent the Group positively and professionally	X		Interview
ADDITIONAL REQUIREMENTS			
Committed to Equal Opportunities & Diversity and demonstrates acceptance and respect in understanding different people, their diverse needs, culture and lifestyle	X		Interview
Possess a valid full driving licence for a car and have the use of a car each working day	X		Interview
Able to work outside normal office hours when required.	X		Interview