

Job Description – SWITO02

Job Title:	IT Support Officer	Job Category:	IT
Department/Group:	SWITCH.uk.com	Job Code/ Ref#:	SWITSO02
Location:	Llanhilleth, Blaenau Gwent	Travel Required:	Yes
Level/Salary Range:	£24,150 per annum	Position Type:	Full Time (37 hours per week)
Responsible to:	IT Project Manager	Date Posted:	20/02/2012
External Posting URL:	www.switch.uk.com	Application Closing Date:	09/03/2012 at 17:00

Applications Accepted By:

Fax or E-mail:

(01495)355998 or info@switch.uk.com

Subject Line:

Attention: [SWITCH.uk.com RE: SWITO02 IT Support Officer]

Mail:

SWITCH.uk.com,
St.Illtyds Resource Centre,
Llanhilleth Institute,
Llanhilleth,
Blaenau Gwent,
NP13 2JT.

Job Description

Job Purpose:

To offer 1st and 2nd line service desk/technical support to SWITCH.uk.com as an organisation as well as all clients/customers of the company.

Duties:

- Manage and develop the IT service desk
- Support and deliver IT maintenance contracts
- Working continuously on a task until completion
- Prioritising and managing many open cases at one time
- Establishing a good working relationship with customers and peers
- Support the development of websites
- Installing and configuring computer hardware operating systems and applications
- Maintaining the continuity of business IT networks
- Managing Active Directory
- Supporting and training volunteers
- Provide technical support where it is not possible for volunteers to deliver
- Test and evaluate new technology
- Effectively apply our methodology and enforces project standards

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- Minimize our exposure and risk on project
- Ensure project documents are complete, current, and stored appropriately

Other Duties :

The post holder will be required to carry out such duties as may be determined from time to time within the general scope of the post. Duties and responsibilities outside the general scope of the post will only be required with the further consent of the post holder.

Health and Safety :

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

Qualifications/Experience/Skills & Knowledge:

It is required that the IT Support Officer will have a strong background in the field of IT and be comfortable offering support in all areas of IT, please see the attached person specification for the required criteria relevant to the post.

Reviewed By:	Sean Granville	Date:	20/02/2012
Approved By:	Neal Elstone	Date:	20/02/2012

This project has been supported by the Community Economic Development (CED) Programme delivered in partnership by a 6 valleys Local Authority consortium of: Blaenau Gwent, Bridgend, Caerphilly, Merthyr Tydfil, Rhondda Cynon Taf and Torfaen. The CED Programme is supported by the European Regional Development Fund through the Welsh Government.



Person Specification– SWITO01

This form sets the standard for the person needed for this job, and also will be the basis for short listing and for the questions to be asked at interview. The requirements are job-related and described using appropriate words and marked essential or desirable as appropriate. There will not necessarily be an entry in every box; each of the requirements must be demonstrated either on the application form and/or at interview.

Requirements		Essential	Desirable
Qualifications/ Training	Educated to higher level, preferably HNd or higher in a relevant subject i.e. computing or computer science	✓	
Experience	At least 2 years experience working within an IT support position	✓	
	Experience of supporting various operating systems such as Windows®: XP, Vista, 7, Server: 2003, 2008 and MAC OS		✓
	Experience of internet/intranet design accessibility in particular website development		✓
Skills	Able to use techniques, which help in recovering damaged Operating Systems and Computer equipment	✓	
	Demonstrate an understanding of networking standards such as TCP/IP, DHCP & DNS	✓	
	Have knowledge of anti-virus and Anti-spyware packages and recovering systems from malicious attacks	✓	
	Knowledge of technologies to troubleshoot general computer and network problems	✓	
Knowledge	Knowledge of Development/Scripting languages and frameworks such as HTML, PHP, CSS etc.		✓
	Knowledge of open source CMS systems such as Drupal		✓
Social Skills	Work co-operatively in a team environment	✓	
	Excellent communication and interpersonal skills	✓	
	Work well under pressure and deliver multiple tasks simultaneously	✓	
	Ability to manage and prioritise own workload without supervision with good organisational skills	✓	
Other	Have a full UK driving license	✓	
	Ability to speak Welsh		✓
	Volunteer coaching and monitoring		✓
	Experience of voluntary sector and/or social enterprises		✓