TAMAR BRIDGE & TORPOINT FERRY JOINT COMMITTEE

**JOB DESCRIPTION**

**Job Title:** ICT Support Technician

**Salary Scale:** Grade E/F

**Location:** Tamar Bridge / Torpoint Ferry

**Responsible To:** ICT Assistant Manager

The ICT Support Officer is responsible for resolving support requests for all levels of the organisation over the phone, through e-mail or in person, and ensuring critical systems are operational and up to date, such as virtual environment, servers, backup systems, anti-virus and web filtering.

**Duties and Responsibilities to include:**

1. To diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications, replacing hardware parts as required. Upgrade different types of software and hardware as required.
2. To assist all users with any logged IT related incident when called upon and to accurately record, update and document support requests using the ICT Helpdesk system. Prioritise and manage many open cases at one time.
3. To install and configure new IT equipment.
4. To ensure all servers are operational, backups are up to date, anti-virus definitions are up to date, web filtering service is up to date and operational, and webcams are operational on a regular basis. Manage Printer supplies and ensure Printer toners are full and replaced if necessary.
5. Provide reports and statistics to ICT Manager and ICT Assistant Manager as required.
6. To resolve incidents with printers, copiers and scanners
7. Maintain ICT Asset Register
8. Assist with delivery of projects as appropriate
9. Test and evaluate new technology and support the roll-out of new applications
10. Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
11. Ensure that all tasks and duties are carried out in accordance with current Health and Safety regulations
12. Any other duties that may reasonably be required appropriate to the grade of the post including callouts to assist in out of hours emergencies.