



# ROLE PROFILE

Role Profile			
<b>Job Title</b>	IT Technician		
<b>Section</b>		<b>Department</b>	Client Services
<b>Reports to (Job Title)</b>	Client Services Team Lead		
<b>Location</b>	Delt Offices		

<b>Job Purpose</b>	<p>Undertakes the day to day 1<sup>st</sup> and 2<sup>nd</sup> Line Support for Delt Shared Services and its customers. Deliver 1<sup>st</sup> Line Services to ensure Customer Service Level Agreements are met and that security and compliance guidelines are followed. Providing exceptional customer service to maximise the satisfaction of the service users.</p>
<b>Key Competencies and Output</b>	<p>Delivers an IT 1<sup>st</sup> and 2<sup>nd</sup> Line Support, Reactive and Proactive incident and Request Fulfilment Service in the most effective and efficient way and in accordance with IT strategy, technology architecture, best practice and industry standards.</p> <p>Works to corporate processes, procedures and develop and maintain the knowledge base for the Service. Review and update procedures when necessary and keep technical documentation accurate and current.</p> <p>Works with colleagues and customers to ensure compliant services are delivered.</p> <p>Carries out, installations, refreshes, fixes and decommission activities in line with agreed procedures and DSE requirements. This can include a range of equipment including (but not limited to) Laptops, Desktops, Mobile phones etc.</p> <p>Participates in relevant internal and external working groups/projects to provide information/analyst advice and support and to maintain data collection systems for its effective use by the team.</p> <p>Responsible for updating the CMDB (Configuration Management Database) with all hardware and software changes to maximise accuracy of records.</p> <p>Provides ITSM administration for the Delt toolset as agreed.</p> <p>Follows policies, plans and strategies relating to ITIL incident, request fulfilment, problem, configuration and change management.</p> <p>Follows policies relating to project and programme governance, including resourcing and time recording.</p> <p>Keeps abreast of new technology trends to ensure an understanding of core IT technologies.</p> <p>Prepares, monitors and reports on IT statistical information, embedding the Service management culture.</p> <p>Works to reduce risk of service failure.</p>

	<p>Provides advice on which solution is the most appropriate, recommending a course of action, ensuring that recommendations are consistent, supportable and that documented standards are achieved</p> <p>Provides technical advice to Delt's customers to maximise their understanding.</p> <p>Works to agreed Service Level Agreements and meet or exceed Key Performance Indicators.</p> <p>Responds to incoming transactions from telephone calls, email, IM and other methods to resolve service issues, and deliver service requests to the agreed standard.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>5 GCSEs Grade A*-C to include English and Maths, or relevant work experience.</p> <p>Microsoft Certified qualification</p> <p>ITIL foundation</p> <p>Service Desk Institute Analyst or higher</p> <p>Demonstrable experience of working in a professional environment or 1<sup>st</sup> Line IT support role within at least 2 of the following;</p> <ul style="list-style-type: none"> <li>• Incident Management</li> <li>• Request Fulfilment</li> <li>• Problem Management</li> <li>• Configuration Management</li> </ul> <p>Experience of working in a customer focused IT environment.</p> <p>Works under pressure with conflicting deadlines, demands and interruptions.</p> <p>Proficient user in a range of Microsoft packages.</p> <p>Commitment to personal and professional development.</p> <p>A full UK driving license.</p>
<p><b>Corporate Standards</b></p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>

