**JOB DESCRIPTION**

**Job:** **IT Field Support Technician**

**Office Location: Syston, Leicestershire**

**Hours of Work: £26,000 to £31,000 DoE**

**Supervisory Responsibilities: No**

**Travel Required:** Travel to other offices will be required.

**MAIN PURPOSE OF ROLE**

To provide high quality remote and on-site support to the organisation’s users across all sites nationwide.

To work closely with the Network & Field Operations Manager, and other IT Support Team members to ensure the smooth running of the IT service. This role will require extensive travel to remote sites.

**KEY ACTIVITIES**

* When not on site, assist the helpdesk to resolve 1st and 2nd line support tickets, including providing remote and telephone support to end users.
* Assist in setting up staff and education computers, phones and networking equipment for new sites and acquisitions where required.
* Assist the helpdesk with user administration tasks on Compass’s IT Systems.
* Be available to travel to site if faults cannot be resolved remotely.
* To provide remote and on-site network support and maintenance.
* Other tasks as deemed necessary by the IT Service Manager, Network & Field Operations Manager and Head of Group IT.

**KEY SKILLS**

You should: -

* Be able to work with members of staff at all levels (Essential).
* Be able to work unsupervised and under your own initiative and prioritise work accordingly (Essential).
* Be methodical and thorough in your analysis of technical problems and solve them accordingly (Essential).
* Have good communication and people skills with a focus on customer service (Essential).
* Have good experience and understanding of Helpdesk Ticket systems (Desirable).
* Have a good understanding of Microsoft Desktop Operating Systems (Essential).
* Have a basic understanding of Microsoft Server Operating Systems (Desirable).
* Have a basic understanding of database structure and usage (Desirable).
* Have a good understanding of Active Directory and Windows Domain based networks (Essential).
* Have a good understanding of Microsoft Office 365 and other commonly used software applications (Essential).
* Have an excellent understanding of TCP/IP computer networking, LAN’s, VLANs, Subnets etc. (Essential).
* Have an excellent understanding of wireless networking technology, such as SSID’s, WPA security etc. (Essential).
* Ideally have a networking qualification (CompTIA N+, CCENT, CCNA), otherwise a willingness to study and attain one or more of these qualifications is essential.

**MEASURES OF SUCCESS**

* No significant problems/complaints are raised by stakeholders.
* IT and communication downtime is kept to an absolute minimum and appropriate communication is supplied to stakeholders.

**GENERAL**

* Demonstrate that the company values are at the centre of all you do.
* Undertake training and development deemed necessary for the pursuance of the post.
* Comply with all company policies & procedures.
* Adhere to the principles of the Data Protection Act.

**ORGANISATIONAL**

* To undertake broadly similar duties commensurate with the level of the post as required by the Network & Field Operations Manager and/or Group Head of IT.
* To fulfil Health & Safety responsibilities.
* To work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken.
* The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post.
* The post holder will be expected to competently use electronic systems effectively.
* The post holder will be expected to ensure to comply with Equal Opportunities Policy and Procedure in all employment practices.
* The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment.
* Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the manager informed of work in progress and inform the manager immediately of any child protection matter or serious complaint.
* The nature of the agency business means that tasks and responsibilities are sometimes unpredictable. Staff are therefore expected to work flexibly when the occasion arises where tasks, which are not specifically covered in the job description, need to be undertaken.
* On occasion, travel to other Compass Community offices may be required to attend induction, training, meetings or to provide cover.

It is the nature of work of Compass that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the job description and need to be undertaken.