

## ROLE PROFILE

<b>Job Title:</b>	IT Support Officer	<b>Reports to:</b>	Finance Manager
<b>Based at:</b>	Holly Walk, Leamington Spa	<b>Date:</b>	February 2016
<b>Hours</b>	09:00 – 17:00 - Monday to Friday		

<b>Job Purpose</b>	
Ensuring the effective and efficient operation and maintenance of all ENTRUST ICT systems and infrastructure.	
<b>Key Results Areas</b>	<b>Typical Tasks</b>
<b>Ensuring the continued operation of the IT and Telecommunications Network</b>	<ul style="list-style-type: none"> <li>• Installing and configuring computer hardware, operating systems and applications;</li> <li>• Monitoring and maintaining computer systems and networks;</li> <li>• Working with staff and stakeholders, either face to face or over the telephone to help set up systems or resolve issues;</li> <li>• Troubleshooting system and network problems and diagnosing and solving hardware/software faults;</li> <li>• Replacing parts as required;</li> <li>• Developing procedural documentation and relevant reports;</li> <li>• Following diagrams and written instructions to repair a fault or set up a system;</li> <li>• Supporting the roll-out of new applications;</li> <li>• Setting up new users' accounts and profiles and dealing with password issues;</li> <li>• Responding within agreed time limits to call-outs;</li> <li>• Working continuously on a task until completion (or referral to third parties, if appropriate);</li> <li>• Prioritising and resolving many open issues at one time;</li> <li>• Establishing a good working relationship with customers and other professionals, e.g., hosting provider and software developers to ensure SLAs operate effectively and development tasks are progressed;</li> <li>• Testing and evaluating new technology and system changes;</li> <li>• Maintaining records of software licences;</li> <li>• Maintaining records of equipment held;</li> <li>• Maintaining and procuring stocks of equipment, consumables and other supplies and</li> <li>• Disposing of surplus equipment as appropriate.</li> </ul>
<b>Supporting the Achievement of Corporate Objectives</b>	<ul style="list-style-type: none"> <li>• Production of Management Information reports;</li> <li>• Understand the reason for holding and using data held on databases;</li> <li>• Prioritising workloads to support the delivery of the IT Strategy;</li> <li>• Ensure Business Continuity recovery systems are effective and regularly tested, e.g. data backup systems and recovery testing;</li> <li>• Identify any potential areas of risk applicable to IT and develop controls to mitigate the impact of risk; and</li> <li>• Support the Senior Management Team in respect of IT network reviews and strategy planning,</li> </ul>

<b>Data Protection</b>	<ul style="list-style-type: none"> <li>• Ensure that controls and security policies are compliant with DPA principles and directives from ICO, by keeping up to date on current issues;</li> <li>• Ensure that appropriate system controls are in place for data taken off site and that staff are fully aware of security requirements; and</li> <li>• Ensure that data is held in compliance with the Terms of Approval agreed with HMRC.</li> </ul>
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**Person Specification**

<p><b>Knowledge, Skills &amp; Experience: Essential</b></p> <ul style="list-style-type: none"> <li>• Proven experience of maintaining and supporting networked IT systems and the following IT equipment and operating systems: <ul style="list-style-type: none"> <li>• Dell and HP Servers;</li> <li>• Windows 2008 R2 operating systems;</li> <li>• Microsoft Exchange 2010 Server;</li> <li>• SQL 2008 databases;</li> <li>• SQL 2008 Server Reporting Services; and</li> <li>• SQL Integration Services (SSIS).</li> </ul> </li> </ul> <p><b>Knowledge, Skills &amp; Experience: Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of maintaining and supporting the following: <ul style="list-style-type: none"> <li>• Microsoft Packages (Office 2007, Office 2010);</li> <li>• SAGE Line 50 Accountancy Package</li> <li>• Tensor Time and Personnel Management;</li> <li>• Alcatel Telephone PBX system;</li> <li>• Anti-virus and encryption software, currently McAfee ePo 5.1</li> <li>• Asigra Cloud Backup</li> <li>• Virtualization technologies (VMware, Virtualbox, Citrix)</li> </ul> </li> <li>• MCSE Certification/PRINCE2 Certification;</li> <li>• Experience of developing and installing IT systems either directly or as a member of a project team;</li> <li>• An understanding of Data Protection and security requirements;</li> <li>• Professional customer service skills; and</li> <li>• Ability to prioritise and deliver objectives, within a demanding environment.</li> </ul>	<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>• Innovative, creative and pragmatic;</li> <li>• An ability to balance conflicting priorities within a small professional organisation;</li> <li>• An ability to understand the constraints, both financial and operational, within which the organization operates, to arrive at an appropriate and proportionate recommended solution;</li> <li>• An ability to problem-solve and communicate solutions effectively to users;</li> <li>• An ability to horizon scan to ensure future IT issues and changes are identified and planned for;</li> <li>• Excellent verbal, written and presentational communication skills; and</li> <li>• An ability to build and manage effective relationships at all levels across the organization, with suppliers and stakeholders.</li> </ul>
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**Special Features**

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