JOB TITLE	**IT Support Technician**
DATE COMPILED	**February 2024**

<u>**JOB DESCRIPTION**</u>

CORE VALUES AND INDIVIDUAL CONDUCT RULES

Our five core values define what we're all about and what makes us tick. We're always looking to appoint brilliant people, who share them!
- ✓ **Make a lasting impression** – leave people better than you found them
- ✓ **Proud of our past and excited by our future** – make sustainable decisions that last for generations
- ✓ **Passionate about people** – be warm, straight talking and genuine
- ✓ **Work together** – be a team player, celebrate success, be supportive and give your all
- ✓ **Deliver on promises** – if we say we'll do it, we will

As a Financial Services organisation, we expect all of our colleagues to adhere to the individual conduct rules outlined below:
- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good customer outcomes for retail customers

1   MAIN PURPOSE OF JOB:

To provide 1st line support for colleagues across the society. To support with infrastructure, cabling, networking, and connectivity. To work cohesively with the IT Team to ensure continuation of service delivery.

2   DUTIES & KEY RESPONSIBILITIES

- **IT system monitoring and performance**
  - o   To deliver the Support Service function to internal customers in a professional and efficient manner via telephone, email or in person.
  - o   Provide triage for all incidents and requests for support, before escalating internally or with third party suppliers.
  - o   Process incident escalation in line with documented priorities and ensure action is taken by the nominated team (internal or third party) and follow up all incidents to resolution.
  - o   Monitoring and reporting on the use and performance of systems to proactively identify potential problems.
  - o   Regular housekeeping of the Society's IT systems including the reporting of faults/failures utilising relevant documentation and logs.
  - o   To assist with the maintenance and development of the Society's IT infrastructure, networking and connectivity.

- **Desktop and printer support**
  - o   Support 3rd party suppliers in the configuration and installation of new desktop hardware, software and operating systems to the Society's requirements.
  - o   Support the information governance framework with Society outsourced server mapping and data flows.
  - o   Support the information governance framework with third-party outsourced server mapping and data flows.

3   STANDARD EXPECTATIONS

All postholders across the Society are expected to adhere to the following expectations:
- Confidentiality - working within the Society the post holder may gain knowledge of confidential matters, such information must be regarded as strictly confidential and not disclosed further. Failure to observe this confidentiality clause could result in disciplinary action
- Codes of Conduct and Accountability - the post holder is expected to comply with FCA and PRA requirements, with specific reference to Senior Management and Certification regime (SMCR) and conduct rules for all staff.
- Health and Safety and Security - all employees have a duty for their own and others safety and to report any accidents, complaints or untoward incidents as per Marsden procedure.
- Valuing Diversity and Promoting Equality - as an equal opportunities employer all staff are required to comply with relevant policies and procedures.
- Training - staff have a duty to complete all required continuous professional development and training.

- Vulnerable Customers - to contribute to the safety of our customers who require additional support by identifying where a need exists and taking the appropriate steps to ensure any barriers are removed when dealing with their enquiry and appropriate monitoring of both the account and the customers circumstances takes place periodically to ensure fair customer outcomes. Branch/Department Champions provide advice and support to colleagues to assist them in meeting their responsibilities in contributing to the safeguarding of our customer.

The range of duties and responsibilities outlined in this job description are indicative only and intended as a board guideline of the range and type. They are subject to modification in the light of changing demands and development requirements of the post holder.

PERSON SPECIFICATION

Factors	Essential	Desirable
Education & Qualifications	• GCSE Maths and English (Grade A – C)	• A-level or higher IT qualification • Specialist IT qualification (e.g. CCNA)
Knowledge, Skills & Abilities	• Experience of IT working within support, network configuration and infrastructure. • The ability to provide 1st-2nd line support for generalist IT queries. • Excellent problem-solving skills. • The ability to interpret data and identify a problem. • The ability to work autonomously.	• Awareness of new information platforms, technologies and governance. • Knowledge of Cyber Security good practice.