

# Job Description

## ICT Support Assistant

**RESPONSIBLE TO: ICT Operations Manager**

### **JOB PURPOSE:**

Carryout support actions relating to the Trusts CORE ICT hardware. Take responsibility for specific aspects of projects developing the Trusts use of mobile devices, thin client technologies, multifunction devices, telephony hardware, and physical servers. To work alongside the other members of the Trusts ICT team in developing and delivering technology related initiatives for the benefit of customers.

### **'WHAT' – you do!**

- To keep services running, securely and available at the same time as innovating and developing these services.
- To help develop IT expertise throughout the Trust's staff by encouraging cross team working and shadowing teams and their use of software. Developing any training (1 to 1, and in groups) that may be required as a result of this and supporting users on the diverse range of applications and systems operated within the Trust.
- To liaise with external third parties for the provision of supplies and support services ensuring the highest level of standards and 'value for money' for the Company is achieved at all times.
- To monitor and report on the performance of all third party suppliers and service providers and highlight any failings with the supplier or escalate.
- Work with the ICT Operations Manager to complete any specific milestones relating to annual ICT Service Objectives.

### **'HOW' – you do it!**

We deliver the above by displaying the following example behaviours:

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we're better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture
- Together – championing a "one team" ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*



# Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
<b>Behaviour</b>		
<b>Transparent</b> with your teams and peers	E	I/A
<b>Restless</b> in your approach to finding better ways	E	I/A
<b>Upfront</b> and honest	E	I/A
<b>Skilled</b> - continually improving	E	I/A
<b>Together</b> – championing a “one team” ethos	E	I/A
<b>Experience</b>		
BTEC in IT or similar IT qualification.	E	I/C
Experience and understanding of PC hardware set-up and configuration.	E	A/I
Thin client configuration and roll out including the use of maintenance software to ensure consistent firmware updates are available.	D	A/I
Ability to troubleshoot IT hardware problems, and take the necessary steps to resolve.	D	A/I
Ability to train staff in multiple disciplines of IT to different levels.	D	A/I
Documenting procedures, developing and maintaining a knowledge base.	D	A/I
<b>Skills/Abilities</b>		
Ability to establish personal credibility quickly and to relate ICT concepts in business terms to non ICT audiences.	E	I
Ability to work as part of a successful ICT team and offer support to other team members where appropriate.	E	I
Strong communication and relationship management skills – able to work effectively with colleagues, suppliers and customers.	E	I

## METHOD OF ASSESSMENT

- A Application form
- I Interview
- C Production of Certificates

