

Job Profile

JOB TITLE:

IT Support Technician

REPORTS TO:

IT Operations Manager

JOB PURPOSE:

The IT Support Technician is responsible for ensuring that GamCare employees receive a high standard of technical support. The postholder acts as the first point of contact for IT incidents and service requests received by telephone, email, Microsoft Teams or walk-up support. They will log, triage and resolve requests in a timely manner, escalating where appropriate. The role also acts as a liaison between GamCare users, the IT Infrastructure support function and third-party IT service providers. The postholder will monitor ticket queues, ensure incidents and requests are updated regularly, and support delivery against agreed service levels. The role includes participation in an out-of-hours on-call rota for approximately 10–11 days per month, including evenings, overnight periods and weekends.

DIMENSIONS:

- Direct Reports: N/A
- Budgets managed: N/A
- Financial targets: None, save for finding efficiencies where possible.
- KPIs: Timely incident response and resolution in line with priority and urgency, accurate service reporting, positive customer feedback, effective ticket queue management, and support for continuity of key IT services.

INTERNAL AND EXTERNAL CONTACTS:

Internal: GamCare operates a modern Microsoft Windows, Microsoft 365 and Azure-based IT environment, supported by an IT helpdesk, a laptop estate, peripherals and a user base of approximately 250 staff and trustees.

External: GamCare works with a range of software, IT and telephony suppliers. The postholder will liaise directly with these suppliers where required.

OVERALL ACCOUNTABILITIES:

- Ensure all contact with the IT Helpdesk is responded to promptly, with tickets logged, resolved at first contact where possible, or escalated appropriately.
- Work with the IT Operations Manager to complete regular checks relating to IT security, starters, movers and leavers, software licences, and hardware stock levels.
- Ensure all new GamCare employees receive an effective IT induction and have the equipment, systems access and information required to perform their role from day one.
- Support IT projects of varying scale relating to hardware, software and telephony services.
- Maintain and test office IT and audio-visual equipment where required.
- Maintain the GamCare IT Service Catalogue and knowledge base, ensuring processes and recurring tasks are documented accurately.
- Act as a day-to-day liaison between GamCare staff and third-party IT service providers where applicable.
- Supporting IT risk management and threat assessment.
- Report trends in IT incidents and service requests to the IT Operations Manager and Head of IT.

Person Specification - Essential Criteria

- Demonstrable experience of working on an IT helpdesk, service desk or IT support environment, with the ability to diagnose and resolve common technical issues.
- Approachable, organised and technically minded, with a professional and supportive manner when assisting colleagues.
- Able to explain technical information clearly to colleagues with varying levels of technical confidence, both verbally and in writing.
- Working knowledge of Microsoft 365 administration, Windows devices, user account management, device setup and general troubleshooting.
- Experience supporting laptops, mobile phones, printers, networks and common business applications.
- Experience liaising with third-party suppliers or support providers to progress technical issues, coordinate updates and support effective resolution.
- Understanding of cyber security good practice, including careful handling of data, devices and user access.
- Strong organisational skills, with the ability to manage competing priorities, keep accurate records and follow issues through to resolution.
- Collaborative and proactive, with a willingness to learn internal processes and suggest practical improvements where appropriate.
- Motivated by using technical skills to support colleagues and improve GamCare's IT service.

Qualifications/ Knowledge

- Degree-level education; however, equivalent relevant experience will also be considered.
- Up-to-date knowledge of best practice relating to an industry standard IT service.

Experience

- A minimum of 2-3 years' experience working on an IT helpdesk, including working to agreed service levels or equivalent standards.
- Experience of directly supporting end-users with various levels of IT knowledge and with varying demands is essential.
- Experience in the non-profit sector desirable.

Essential Skills

Practical knowledge of Microsoft Entra ID, Microsoft 365 administration, MFA configuration, IT hardware setup, system configuration, data protection and cyber security principles.

Circumstances

Ability to work from GamCare's London-based head office for a minimum of two days per week.

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the postholder. This is not an exhaustive list of duties and responsibilities; the post holder may be required to undertake other duties within the job grade, in discussion with your line manager.