



Job Profile

JOB TITLE:

IT Support Technician

REPORTS TO:

Head of IT

JOB PURPOSE:

The IT Support Technician works to ensure the technical support received by GamCare employees is of a first-class level. Being the initial point of contact for all GamCare employees with the IT department. Ensuring incoming IT incidents and requests via telephone, email, Microsoft Teams or walk-up, are logged, triaged (where required) and resolved in a timely manner. The IT Support Technician will also be the liaison between GamCare users, GamCare IT Infrastructure support and any third-party IT service providers where appropriate. Ensuring ticket queues are constantly monitored, logged incidents and requests are updated daily and agreed service-level agreements (SLAs) are being met. The IT Support Technician will be expected to be on-call during all non-business hours for 10-11 days each month, including overnight and weekends as part of an agreed rota system.

DIMENSIONS:

- Direct Reports: N/A
- Budgets managed: N/A
- Financial targets: None, save for finding efficiencies where possible.
- KPIs: Minimum downtime of systems, enforcing of internal and supplier SLAs, speed of response appropriate to degree of priority/urgency, statistic reporting internally and from all third-party service providers and customer feedback.

INTERNAL AND EXTERNAL CONTACTS:Internal:

GamCare has a modern Microsoft Windows PC & Azure/MS365 based IT system and Helpdesk, an estate of laptop PCs and other peripherals and a user base of approx. 250 staff.

External:

GamCare also has a wide range of suppliers of software, IT, and telephony services. This postholder has direct contact with all of these.

OVERALL ACCOUNTABILITIES:

- Ensuring all customer contact with the IT Helpdesk is responded to in the first instance, tickets logged and either dealt with as a first-time fix (FTF), in a timely manner or escalated accordingly.
- Working with the IT Operations Manager to ensure regular/weekly checks are completed relating to:
 - IT Security
 - Starters, Movers & Leavers
 - Software Licenses
 - Hardware Stock Levels
- To ensure all new GamCare employees are inducted (IT) to the required level of excellence, and each employee has all the physical tools and relevant data access they require to complete their roles to a high standard, from day one.
- To assist with projects large and small as relates to hardware, software, and telephony services.
- Upkeep of office IT and audio-visual equipment, including regular testing and maintenance, where required.
- Input and upkeep of the GamCare IT Service Catalogue and knowledge base, documenting of all processes and tasks.
- Ensuring the minimum downtime of systems by supporting the enforcement of supplier SLAs and speed of response appropriate to the degree of priority/urgency.
- Day to day liaison between GamCare staff and third-party IT service providers, where applicable.
- Supporting IT risk management and threat assessment.
- Reporting current trends of incoming IT incidents to the IT Operations Manager and Head of IT.

Person Specification - Essential Criteria

- Excellent communication skills both verbal and written.
- A first-class deskside presence. Including lending support in a non-patronising manner, showing patience and understanding.
- A security minded, forward thinker who works well independently or as a part of a team.
- A willingness and keenness to learn internal processes and suggest improvements, where appropriate.
- Demonstrable knowledge of a helpdesk function or oversight of helpdesk services provided internally or by a managed service provider.
- Knowledge of IT security systems, particularly data management, protection and cyber security.
- A history of organisational skills in line with GamCare's Competency Framework (available upon request.)
- Experience of third-party service provider liaison, including an oversight of IT purchases.

Qualifications/ Knowledge

- Educated to a degree level (desirable) or equivalent experience.
- Knowledge of specifying and procuring IT requirements based on user needs is essential.
- Up-to-date knowledge of best practice relating to IT is essential.

Experience

- A minimum of 2-years' experience of working on an IT Helpdesk, including working to SLA's or equivalent is essential.
- 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

- Microsoft Entra ID (formerly Azure AD) Admin Center.
- M365 application suite, Admin Console and MFA configuration.
- IT hardware set up and system configuration.
- Knowledge of latest developments in data protection & cyber security.

Circumstances

- Minimum 3 days per week in GamCare's London based head office

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.