

## JOB DESCRIPTION

Job title:	IT Technician	Reports to:	Operations Manager
Main purpose:			
<p>The main purpose of this role is to provide IT support to our clients as well as completing proactive maintenance work and IT related projects to an agreed specification.</p>			
Level of responsibility:			
<p>The postholder will work without supervision, supported by the Operational Manager and ongoing performance plans. He/she may supervise junior apprentices where appropriate.</p>			
Main duties:			
<ol style="list-style-type: none"><li>1. Provide effective IT helpdesk support to our clients through the use of IT support tickets.</li><li>2. Work with other IT support colleagues to ensure all issues are resolved as fast and efficiently as possible in line with SLAs.</li><li>3. Completes proactive maintenance work on our clients' IT equipment to a defined standard.</li><li>4. Completes IT related projects to an agreed specification.</li><li>5. Provide onsite support for clients when necessary.</li><li>6. Maintain a good relationship with all clients.</li><li>7. Continuously improve knowledge across various software and hardware used by clients and the support team.</li><li>8. Deliver digital marketing tasks and projects when required.</li></ol>			
Notes:			
<p>The Company reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility. Reasonable adjustments will be considered for any disability as required by Equality Act 2010.</p>			

January 2024