

## JOB DESCRIPTION

Job title:	Senior IT Technician	Reports to:	Operations Manager
Main purpose:			
<p>The main purpose of the Senior IT Technician role is to provide second line IT support to our clients, while supporting our other IT support team members to successfully deliver first line support in line with our SLAs.</p> <p>The role also involves leading and ensuring the delivery of proactive work and other IT related projects according to agreed timelines/specifications.</p>			
Level of responsibility:			
<p>The postholder will work towards overseeing the IT helpdesk, providing guidance to the IT Technicians where appropriate. They will report on ticket status and project deliverables as well as adherence with SLAs at our weekly Operations Meeting.</p> <p>He/she will also be expected to work towards Deputising for the Operations Manager in his absence and join the on-call rota during evenings, weekends and public holidays.</p>			
Main duties:			
<ol style="list-style-type: none"><li>1. Deputise for the Operations Manager in their absence.</li><li>2. Ensure first line support respond to all tickets/IT issues quickly and efficiently, exceeding our guarantee standards and SLAs wherever possible.</li><li>3. Provide effective second level IT helpdesk support to our clients.</li><li>4. Make recommendations on proactive work that will continuously improve service delivery and/or business efficiency.</li><li>5. Supervise IT Technicians and make recommendations for any staff training and development to the Operations Manager</li><li>6. Participate proportionately in the on-call rota during, evenings, weekends and public holidays.</li><li>7. Report progress towards KPIs and adherence to guarantees and SLAs at the weekly operations meeting.</li></ol>			

8. Lead on and deliver day to day IT projects to an agreed standard e.g. server and email migrations.
9. Lead on/ensure satisfactory completion of proactive maintenance projects to agreed timelines and specifications.
10. Provide onsite support for clients when necessary, supervising IT Technicians and ensuring that project deliverables are met.
11. Maintain a good relationship with all clients, ensuring that customer accounts are regularly monitored for customer satisfaction and any corrective action is taken swiftly and communicated with the client.
12. Continuously improve knowledge across various software and hardware used by clients and the support team.
13. Oversee delivery of any digital marketing tasks assigned to the IT Team by the Operational Manager.

**Notes:**

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.

January 2024