

# IT Technician

---

**Job Title: IT Technician**

**Reports To: IT Support Team Manager**

## **Role Profile**

The purpose of this role is to provide first- and second-line IT support to clients, deliver proactive maintenance, and assist with IT projects and installations. The postholder will ensure tickets are resolved within agreed SLAs, contribute to smooth client onboarding, and provide onsite support when required. The role also involves developing technical skills, supporting digital transformation initiatives, and collaborating with colleagues to deliver excellent service.

## **Key Responsibilities**

### **IT Support & Service Delivery**

- Respond to IT support tickets promptly and effectively, ensuring SLAs and guarantees are met.
- Resolve tickets based on assigned impact, priority, ticket age, and business importance.
- Produce clear, comprehensive ticket notes so colleagues can manage issues effectively if re-assigned.
- Maintain accurate documentation in line with company processes (e.g. migrations, onboarding/offboarding).
- Allocate each new ticket to the correct company, contact, agreement, board, type, subtype, impact and priority.
- Record work role and work type and record time spent 100% accurately.
- Work as a team to answer all calls within 3 rings and achieve a 95%+ CSAT score.
- Provide onsite IT support to clients across the North West when required.
- Carry out proactive maintenance work on client systems to defined standards.
- Assist the company in accurately billing clients by recording all time and activities 100% accurately.

### **Projects & Technical Development**

- Support IT projects including Microsoft 365 migrations, Windows Server installations, network security audits, and office moves.

- Assist with client onboarding and offboarding, following agreed processes for smooth transitions.
- Write and use automation scripts (e.g., PowerShell, batch) to improve efficiency.
- Support client success through digital transformation initiatives and encourage participation in Technology Business Reviews (TBRs).
- Develop in-depth knowledge of Microsoft 365 applications and their business benefits.
- Stay up to date with changes in IT, cybersecurity, and industry trends to continuously improve technical skills.

### **Cybersecurity & Compliance**

- Support the company in maintaining high levels of IT and cybersecurity across all clients.
- Complete Security Awareness training and stay current with changes to the cybersecurity landscape.
- Work with the team to ensure:
  - 100% of clients implement Two-Factor Authentication (2FA).
  - All devices use BitLocker encryption.
  - All systems are patched with the latest security updates.
- Read annually and comply with company policies, including:
  - IT Policy
  - Equal Opportunity and Diversity Policy
  - Anti-Bribery Policy
  - Acceptance of Gifts Policy
  - IMS Policy
  - Secure Systems and Development Aspects Policy
- Support the Company's ISO accreditations and related compliance activities.

### **Client Relationships & Business Growth**

- Build and maintain strong client relationships through excellent customer service and communication.

- Identify upsell and cross-sell opportunities to support client digital transformation.
- Represent the company brand through networking with prospects and collaborators.
- Contribute to Corporate Social Responsibility (CSR) activities to enhance the company's community profile.

#### **Internal Collaboration & Company Culture**

- Collaborate with colleagues to resolve issues efficiently and provide guidance to junior staff.
- Contribute to process improvements and business activities (e.g., digital marketing tasks).
- Participate in LinkedIn activity by liking posts, sharing company content, and joining at least one conversation per month.
- Uphold the company's Mission Statement and Values in daily activities.

#### **Health, Safety & Wellbeing**

- Reading the Health and Safety Policy annually.
- Participate in fire drills, fire safety, and manual handling training.
- Use appropriate PPE (e.g., trolley for heavy objects).
- Engage in Reflective Practice where appropriate.

Please note this job description is indicative of the types of work to be undertaken and may change over time.