

JOB DESCRIPTION

IT OPERATIONS ENGINEER

Reports to	IT Technical Lead
Responsible for	n/a
Hours	40 hours per week. Occasional evening and weekend working where business needs arise
Annual leave	25 days holiday plus bank holidays (up to 4 days compulsory between Christmas & New Year)

Job overview

The purpose of this role is to provide day-to-day housekeeping of systems and devices and offer first and second line support across Jigsaw Trust, escalating any support tickets that need to be resolved by the IT Technical Lead or by third party support as appropriate.

Main duties and responsibilities

- Provide high quality, first and second line technical support for IT; recording all calls, activities and resolutions utilising the service desk tool.
- Escalate calls or technical issues internally or to third parties as appropriate, in line with our service level agreements.
- Undertake day to day maintenance of printers, end user devices and core systems.
- Assist the IT Technical Lead in the administration of VOIP (Voice Over IP) and telephony systems.
- Undertake software and hardware installs, as directed by the IT Technical Lead.
- General user administration, account creation, management and deletion, in line with Jigsaw Policy, to ensure timely and accurate management.
- Update the asset register, to ensure that an accurate record of assets and asset allocation is maintained.
- Undertake system checks and scheduled maintenance support activities, under direction of the IT Technical Lead.
- Support and undertaking ICT project work on discrete projects.
- Ensure that Jigsaw policies for e-safety, acceptable use, social media and security are complied with and escalate issues as required.
- Undertake research to help solve ICT problems and to develop personal skills to the benefit of the role.
- Assist in identifying and sharing opportunities for service improvement or development of ICT systems and services.
- Undertake any other tasks which can be reasonably expected in relation to the role.

PERSON SPECIFICATION

Knowledge, skills and experience

- 5 GCSEs grades A*-C/9-4 or equivalent (including English Language and Maths)
- Knowledge of Microsoft Products – Office, Windows 10 (365 specific knowledge would be an advantage)
- Knowledge of DNS, DHCP, Active Directory and Anti-Virus software
- Understanding of Outlook/Exchange
- Understanding of TCP/IP networking
- Excellent communication and interpersonal skills. Able to work in a team and deliver good customer care and communicate clearly with others
- Proven ability to work independently and on own initiative within specified guidelines or processes
- Knowledge of scripting / Powershell and/or automation an advantage
- Knowledge of firewalls, switches, VOIP and/or wifi an advantage
- Knowledge of Apple products an advantage

Personal qualities

Achieving results

- Promptly and efficiently completes work assignments
- Writes and presents factual material in a concise and accurate manner
- Displays a positive attitude in the face of ambiguity and change
- Initiates collaboration with others and spontaneously assists others in the delivery of their work
- Contributes positively to the team

Building relationships

- Responds to and anticipates others' needs in a timely, professional, helpful and courteous manner, regardless of others' attitude
- Is attentive when doing projects and assignments, or when interacting with people from different backgrounds
- Maintains continuous, open and consistent communication with others
- Demonstrates understanding of the general environment in which the Organisation operates
- Knows and respects the Organisation's Code of Conduct and values

Planning for the future

- Takes advantage of both self-generated learning and learning opportunities provided (e.g. courses, on the job coaching, feedback from supervisors and peers) to meet requirements of the role
- Fosters two-way trust in dealing with contacts (e.g. maintains appropriate confidentiality regarding sensitive information)

THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.