

Position Profile – IT Support Technician

Title	IT Support Technician
Purpose	A key member of the IT Service Desk and support function for the Ceuta Group. The role of the IT Support Technician is to provide technical support for all employees across the Group of Companies. The IT Support team works in a dynamic, fast-paced environment which provides services over the phone, through e-mail, and in person requiring excellent communication skills.
Reports to	IT Support Team Leader
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> • First point of contact for the team and provide technical support for all employees across the Group of Companies. • You will diagnose and resolve software and hardware incidents, across multiple operating systems and software applications. • You will accurately record, update and document IT incidents using the IT service desk system as well as making recommendations to resolve ongoing incidents. • You will be responsible for prioritising and managing multiple incidents at one time. • You will liaise with other members of the team to support them in monitoring and maintaining the Group infrastructure. • You will be responsible for creating, modifying, and administrating user accounts. • You will be responsible for the installation and configuration of IT equipment including printers, copiers, and scanners. • Providing IT support for all Mac equipment including operating system and associated application issues. • You will support the roll-out of new applications across the Ceuta Group. • You will test and evaluate new technology prior to implementation across the Ceuta Group. • You will carry out any other reasonable task or tasks in connection with the job function, as requested by your manager, including a willingness to work flexibly beyond standard operating hours when required. • You must maintain an up-to-date knowledge of changes within the industry and applications utilised within the Group.
Technical Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> • Applicants will need to have at least two years' experience in the IT industry. • Demonstrable knowledge of PC's and mobile devices in the standalone and networked environment. • Previous experience in remote support for 50+ users across multiple locations. • Demonstrable experience of providing a high standard of customer service <p>Qualifications</p> <ul style="list-style-type: none"> • Understanding of IT Service Support process, ITIL, or equivalent procedures. • Educated to GCSE-level, including a good standard of general education in Maths and English • IT qualifications (educational or suitable industry certifications) <p>Required Skills</p> <ul style="list-style-type: none"> • The ability to communicate effectively with technical and non-technical colleagues at all levels within the organisation. • The ability to support Windows and Mac workstations at 1st Line level competency. • Administering Active Directory, File Permissions, O365, wireless technologies. • Working knowledge of Private Networks, Cloud Technologies, IT Security and Compliance.

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| | <ul style="list-style-type: none">• The ability to analyse a situation in order to proactively recommend solutions.• The ability to work within set parameters of IT service level targets and to independently manage own workload.• Attention to detail specifically in relation to accurate recording IT incidents within the service desk software.• Administering and supporting an MDM infrastructure |
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Core 6 Competency Level	Level 1-2	
Ceuta Group Core 6 Behavioural Competencies	<p>Effective Communication (2) Inspires others to achieve through persuasive communication</p> <p>Creates a positive and trustworthy environment for others to communicate their ideas</p> <p>Facilitates discussions to achieve collective objectives</p> <p>Conveys Information in a timely, transparent, and honest manner</p> <p>Seeks to understand conflict and takes appropriate action</p>	<p>Client Focussed (2) Anticipates client/customer upcoming needs and concerns</p> <p>Looks for ways to add value beyond clients’/customers’ immediate requests and acts upon them</p> <p>Demonstrates an urgency and understanding of client/customer needs when providing solutions to issues</p> <p>Ensure clients expectation on timescales, delivery and outcomes are realistic and accurate</p> <p>Is able to identify and action issue resolution</p>
	<p>People Driven (1) Trusts colleagues to deliver work once delegated appropriately to create positive work outputs</p> <p>Acts as a team player, investing time to generate a common focus and genuine team spirit</p> <p>Provides a supportive environment and removes barriers to ineffective working</p> <p>Takes responsibility for creating a working environment that encourages equality, diversity, and inclusion</p> <p>Encourages and seeks out feedback and makes positive improvements regardless of how the feedback was given</p>	<p>Drives Performance & Efficiency (1) Identifies when adjustments are needed in own area of responsibility and sets priorities accordingly</p> <p>Takes responsibility for making decisive decisions to move things forward and owns the outcome</p> <p>Demonstrates commitment to delivering results in his/her own work as an example to the team</p> <p>Empowers others to maximize efficiencies through result-based constructive feedback</p> <p>Identifies areas in the business where improvements will bring the most significant gains</p>

	<p>Supports & Embraces Change (2) Inspires others by championing changes to achieve common goals</p> <p>Drives efficiency and effectiveness by identifying and exploring areas for improvement</p> <p>Leverages appropriate behaviors within team in support of change efforts to drive improved performance</p> <p>Communicates change plans to employees in a clear and timely manner</p> <p>Collaborates and makes compromises for the greater good without sacrificing personal principles or business ethics</p>	<p>Grows the Business (1) Seeks a wide range of sources of objective information when making decisions</p> <p>Recognizes causes and consequences of actions and events that are not readily apparent and takes appropriate action</p> <p>Is alert to emerging issues and trends which may impact or benefit own and team's work</p> <p>Uses own knowledge and expertise to lead interventions and develop new systems for self and team</p> <p>Can demonstrate how directly or indirectly their role and that of their team impacts business results</p> <p>Prioritizes effectively to ensure that result-driven business outcomes are achieved</p>
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