

Systems Support Technician

Bath BA1

Full Job Description

Hours: Permanent/Full Time - 35 hours per week (Monday to Friday) Office Based.

Location: 4/5 Chapel Court, Bath, BA1 1SQ

Salary: £24,000 to £28,000

Reporting to: Head of Technology

The Systems Support Technician will provide full, comprehensive technical support to St John's Foundation. Providing a first class help desk service to ensure all queries and requests are picked up and managed efficiently.

We are looking for a candidate with previous proven experience in a similar role, who has a knowledge of working with both macOS and Windows operating systems and understanding in troubleshooting on several different cloud platforms. The development of our workforce is important to us, and we want a candidate who is committed to growing professionally.

The successful candidate will be an enthusiastic team player with a flexible approach, excellent communication and interpersonal skills and the ability to build and manage strong internal working relationships.

Benefits: We offer excellent benefits to our employees, which include:

A generous contributory pension scheme (employer's contribution being 10% of the gross salary whilst employee contributes a minimum of 4% of the basic salary)

33 days' annual leave, including bank holidays, rising to 38 days after five years' service

Private health care

A generous occupational sick pay scheme (after completing probationary period)

Life Assurance cover

Salary sacrifice schemes such as Techscheme and Cycle to Work

24-hour employee assistance helpline

What will I be responsible and accountable for?

The post-holder will work under the direction of the Head of Technology.

The post-holder is expected to have a positive approach whilst in contact with a wide range of stakeholders, including internal customers and occasionally the public.

To know the values, vision and purpose of the charity and maintain its ethos.

Main Duties:

Help support our customers by:

- Running an effective IT Helpdesk by responding to, logging, and making notes of users queries and issues.
- Supporting the existing systems, transitioning the data and carry out field mapping to a range of replacement solutions.
- Advising users of the charity's computer and communication systems of how to correct faults.
- Ensuring that support calls are escalated to the appropriate member of the internal/external support teams, using the agreed escalation procedures.
- Ensuring all customers are assisted in a friendly, prompt, professional and ethical manner.
- Resolving a range of hardware & software issues on two sites.
- Provide full hardware and software support, troubleshooting, diagnosis and repair in the following (but not limited to) the following product areas:

Mac OSX, Microsoft Windows, Office 365, Apple Laptop and desktop computers, Microsoft Surface Books, Displays and accessories.

- Be responsible for developing and maintaining system, user guides and all other documentation.
- Develop a knowledge bank from known errors and integrate this existing fault reporting system.
- Maintain and update the Technology Hardware inventory & System Administration Guides

Assisting the Head of Technology to:

- Set up and manage user accounts and profile administration using managed services.
- Test and deploy new client and server software.
- Maintain peripheral equipment such as scanners, printers and AV; ensure that equipment is ready to be used.
- Liaise with external suppliers and support agencies to resolve faults where required and for the supply of equipment or for repair under warranty.
- Set up, maintain and remove user network accounts where appropriate.
- Carry out routine planned network maintenance tasks.

Generally support the team by:

- Contributing to team meetings and playing a key role in the development of the service.

- Complying with, and actively supporting charity policies and procedures, and in particular those relating to technology services and information security.
- Assisting the Head of Technology in delivering projects.
- Actively engaging in personal development within the role, and pursue training as agreed.
- Accepting to be available to work out-of-hours as required to maintain system availability.
- Carrying out duties in a safe and compliant manner, following Health & Safety requirements. Identifying hazards and taking action where identified.
- Protecting the charity against any fraudulent and harmful activities.
- Such other duties as may be required from time to time to fulfil the needs of St John's Hospital.

Values:

Kindness, Courage & Trust

Knowledge, Skills & Experience:

Proven experience in a similar technician support role

Awareness of hardware installation requirements and ability to learn to use diagnostics

- Experience of ICT administration tasks such as setting up new user accounts and installing and updating software.
- Client & server Operating System software installation experience
- Experience of managing voice & data networks

Working knowledge of a wide range of applications.

Creative and solution focussed.

Able to be proactive and to work using own initiative.

Ability to work independently and as part of a team.

Strong time management, prioritisation, and organisational skills.

Excellent attention to detail and accuracy.

Other Requirements

You must have the right to work in the UK

A satisfactory basic DBS certificate is required

Due to the nature of the role, you will need to complete a criminal record disclosure (DBS check).

We are committed to safeguarding and promoting the welfare of adults we work with; all staff and volunteers are required to share this commitment.

St John's Foundation Est 1174 is an Equal Opportunities employer, and we strive to have a workforce that represents a diverse range of people within our community.

Job Types: Full-time, Permanent

Salary: £24,000.00-£28,000.00 per year

Benefits:

- Company events
- Company pension
- Cycle to work scheme
- Life insurance
- Private medical insurance
- Sick pay
- Wellness programmes

Schedule:

- Day shift
- Monday to Friday

Experience:

- Technical support: 1 year (required)
- Customer service: 1 year (required)

Application deadline: 03/06/2022