Job Description
ICT TECHNICIAN

All criteria are <u>Essential</u> unless indicated otherwise

Reports to: ICT Manager

Responsible for: n/a

Overall Job Purpose:

Support the ICT Manager in the delivery and development of high-quality ICT strategies and systems that enable Barcud to meet its business objectives and the needs of internal and external stakeholders. This role will focus primarily on providing support for the group subsidiary companies.

ICT:

- Be the first point of contact for ICT enquiries from Barcud's staff, tenants and partner organisations, providing high-quality first-line support to resolve a wide range of ICT problems.
- Deliver a high-quality ICT-based Customer Service to Barcud and its end users, working collaboratively across the Association.
- Liaise with the ICT Manager about consistent problems and issues with Barcud's systems.
- Communicate technical ICT information clearly and concisely to different non-technical audiences.
- Manage and remedy technical support issues, ensuring the issues are resolved or escalated to the relevant individuals as appropriate.
- Configure hardware and devices including desktop computers, printers, tablets, phones and mobiles, including installation and configuration of software as required.
- Set up new user accounts and amend existing user providing general electronic account related support, for instance changing passwords and unlocking accounts.
- Maintain and audit an accurate up-to-date inventory of the Association's ICT hardware, software and licences.
- Provide advice, training and support in the use of IT systems.
- Ensure that cybersecurity measures are robust and kept up to date.

- Support the installation and testing of operating systems, hardware and software, maintaining records and documentation on all technologies.
- Ensure compliance with the Association's ICT standards, policies and processes.
- Monitor the operation and security of systems to safeguard hardware, software and data.
- Ensure system users have efficient and effective support arrangements including access to helpdesk, self-help information, user guidance and other training and support arrangements.
- Ensure Barcud's systems are up to date and effective for its purposes, making recommendations for changes where appropriate.
- Constantly review existing applications to check for their effectiveness and redesign where necessary, assisting with the investigate of new ICT products.
- Deputise for the ICT Manager when required.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.

Personal Specification

ICT Technician

This person specification details the experience and skills for the position of ICT Technician at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Educated to A level, or equivalent through experience.
- Possesses a relevant professional ICT qualification.
- Evidence of proactive professional development.

Experience

- Delivering an ICT service, preferably in a non-for-profit environment.
- Experience of delivering high standards of customer service to all customers, internal and external.
- Introducing new ICT systems and changes.
- Working collaboratively across an organisation to deliver an ICT service.
- Keeping robust records on ICT software, hardware and other technologies.
- Solving ICT problems swiftly and effectively.
- Public sector or Housing Association experience. (D)

Skills / Knowledge

- Technical knowledge regarding ICT infrastructure related to Housing services.
- Use of various software packages related to Housing services. (D)
- A strong commitment to a people focused culture.
- Up to date knowledge of ICT systems and common problems in ICT systems.
- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.
- Able to set appropriate and challenging performance targets for self.
- Ability to work collaboratively across an organisation to ensure ICT systems are being optimised.