Job Description

Name:	
Job Title: IT Support Technician	**Department: IT**
Reporting to: IT Operations Manager	

Job Purpose: To provide first class support services to internal and external customers and stakeholders, managing support incidents and service requests to managed targets.

Providing support for the Ascentis systems and infrastructure to internal staff and our customers, and also 1st line desktop support, including system builds, telephone queries, password resets and service requests. Also responsible for assisting with delivery of IT project work, such as system upgrades, testing, communication and general changes.

Manage and maintain accurate support documentation and assist with internal requests for MI reporting from the MIS system as appropriate.

Responsibilities and key tasks:

1. Provide 1st line IT technical support, including (but not limited to) System builds, password resets, incidents and faults, service requests such as new equipment requests or software installations;
2. Troubleshoot where necessary, investigating incidents/faults, providing solutions and rectify where appropriate in liaison with colleagues in IT/External suppliers
3. Support internal/external staff and customers with Parnassus, Surpass and Moodle platforms
4. Manage Parnassus user access, including Super Users/Exam Officers;
5. Contribute to the addition of new qualifications/achievement definitions to Parnassus;
6. Assist with production of Management information and reports as required by the business;
7. Contribute to the IT knowledgebase, creating guides and self-help documentation as appropriate;
8. Ensure reasonable adjustments for e-assessments on Surpass are managed accurately and in a timely manner;
9. Assist with the maintenance and quality/cleansing of the data entered on to Parnassus
10. Respond to phone enquiries/emails to managed targets;
11. Liaise and communicate effectively with Ascentis staff to ensure the best service is given to internal and external stakeholders;
12. Complete administrative tasks/service requests in Office 365 & Azure

Managerial and Supervisory Responsibility: Not Applicable

Success Measures of the role:

- Improved customer and staff survey feedback
- Achieve managed targets and service metrics
- Accurate and timely MI reporting
- Reduction in incidents

Status of this Job Description:
The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Accountability:

IT Operations Manager, Head of IT, Deputy Group Chief Executive Officer, Group Chief Executive Officer

Key Contacts:

- All internal staff, including line managers and staff at all levels in Ascentis
- External staff, including Moderator/Verifiers.
- Centre Contacts including Examinations Officers

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Key Attributes Required: (summarise the minimum requirements needed to identify qualified candidates for this position.

- Commitment to a high standard of customer service (E)
- Positive attitude to change, development and quality (E)
- Understanding and experience of providing effective customer service (E)
- Excellent verbal and written communication skills (E)
- Ability to motivate teams and be an effective team member (E)
- Ability to manage, organise and prioritise (E)
- Ability to pay attention to detail (E)
- Understanding, competent and experienced in the structure, application and operation of IT, in particular database operations (E)
- Understanding and experience of reporting using SQL, advanced Excel and Report Builder (E)
- Experience of producing IT specifications (D)
- Experience of working in an application team (D)
- Experience of writing basic IT queries (E)
- Ability to achieve agreed targets and to work to deadlines (E)
- Ability to provide appropriate development/training to internal and external stakeholders (E)
- Understanding and experience of Awarding Organisation activities (D/P)

Agreed:

Post Holder Signature   Date