ROLE PROFILE

PERSON SPECIFICATION

- Strong attention to detail
- Excellent time management and prioritisation techniques
- Results focussed and deadline driven
- Self-starter with the ability to work independently
- Strong, driven mind-set for continuous improvement
- Ability to establish strong relationships at all levels and in multiple regions
- Excellent communication skills

SKILLS & EXPERIENCE

- Ideally two years' experience within the finance industry and/or a certificate/diploma in business studies or equivalent.
- GCSE English & Maths
- Understanding of (See key skills and responsibilities);
- Experience in (See key skills and responsibilities);
- Knowledge of (See key skills and responsibilities);

CORE VALUES

Wise
Exceptional
Aspiring
Lively
Trustworthy
Human

LEVEL	Administrator
LOCATION	Guernsey
REPORTS TO	IT Desktop Support Technician
DEPARTMENT	Information Technology
DATE	11/05/2023
VERSION	1.0

IT Support Technician

ROLE PURPOSE

To provide administration support to the Information Technology department primarily in relation to managing business as usual and change project activities covering a variety of industry standard IT hardware/software and carry out Facilities tasks as and when required within the organisation.

The role is based within a flexible multi-skilled team, whose members are required to be energetic, creative and delivery focussed, able to collaborate well to maximise overall team effectiveness.

The work requires liaison with other in-house technical teams and business users, as well as third party vendors and consultants.

The environment is very dynamic thus our technical team individuals are expected to be able to handle change as the norm and effectively meet assigned deadlines. Individuals are encouraged to be highly proactive in this fast paced environment, however the ability to demonstrate attention to detail and decision-making are also critical skills of the role.

KEY SKILLS & RESPONSIBILITIES

SKILLS & RESPONSIBILITIES	MEASURE(S)
	• IT Technical support of industry standard hardware and software through their lifecycle • Delivering IT and related assistance upon request (via the Service Desk) • Process Identity and Access Management requests • Provide support for IT projects delivery • Performing routine inspections and upkeep of existing installations • Follow internal standards (ITSM, ISO27001, GDPR and Change Management) • IT Administration/Documentation (Asset Register, Application Process and Procedures) • Support the IT Operations on-call rota and occasional weekend work • To carry out facilities tasks as and when required
KNOWLEDGE	ESSENTIAL EXPERIENCE
	• Minimum of 3 years technical experience supporting Microsoft OS's and Applications especially Windows 10, SCCM • Minimum of 3 years experience providing IT support to business users • Excellent communication skills both written and verbal • Superb time management, prioritisation and problem solving skills • Delivery and quality focused • Willingness to work in a flexible and dynamic team environment
KNOWLEDGE	DESIRABLE
	• Exposure to Citrix, O365, Azure, Mitel, Active Directory • Exposure to IT Processes and Standards • ITIL v4 Foundation certificate

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