



## Job Description

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**Post:** IT Support Technician                      **Grade:** 7

**Centre:** HQ    **Directorate:** Support

**Reporting to:** IT Network Support Coordinator

**Main function of the post:** To assist in supporting and developing the IT infrastructure and systems in line with WWT requirements and IT Strategy. To assist in ensuring the availability of all servers, network devices, pc's, laptops and associated peripherals utilized by WWT. To provide professional and helpful resolution of Help Desk queries.

**Supervisory Responsibility:** None

**Hours worked:** 37.5 hours per week with occasional evening and weekend work to meet with the needs of the business

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### **Main duties of the post:**

1. To assist in delivering IT projects as identified by the IT Network Support Coordinator according to the project timetable and specification
2. To assist in ensuring the WWT network is functioning correctly and when failures occur to take prompt action to recover a fully operational state including 3<sup>rd</sup> party escalation
3. To process, configure and rollout new PC's, laptops and associated peripherals to WWT requirements
4. To maintain the register of IT assets including computer hardware, operating system software, applications software & licenses
5. To ensure speedy resolution of all Help Desk queries
6. To assist in developing the IT infrastructure to extend its capabilities and resilience, in order to improve the service provided and to keep the service provided in line with the WWT business requirements
7. To assist in the development and maintenance of IT strategies, policies and practices which support the achievement of WWT's objectives

8. To assist in ensuring that WWT's IT policies and practices are updated and that, where appropriate, they add value to WWT's business operations; in particular internal and external communications
9. To provide IT related support to the WWT end-user community

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

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**Date raised:** May 2011

**Date Amended:**

## **Person Specification**

### **Qualifications**

#### **Essential:**

- Educated to A Level standard or equivalent (including IT/Business Computing) or equivalent

#### **Desirable:**

- Degree/HND in IT/Business Computing or equivalent
- MCSE (Microsoft Certified)

### **Experience**

#### **Essential:**

- Significant experience of supporting a Microsoft server based environment 2003/2008
- Microsoft Active Directory 2003/2008 support
- Microsoft Exchange 2007 support
- Virtual Server technology (currently VMware ESX)
- Excellent IP network support skills including configuration of routers, hubs, switches, firewalls & wireless, LAN, WAN
- Microsoft Windows XP/7 & Microsoft Office XP/2007 support
- Extensive experience in configuring and maintaining PC's, laptops, printers and associated peripherals

#### **Desirable:**

- Experience of Watchguard firewall technology
- Experience of Sophos ES4000 email firewall technology
- Experience of Bluecoat network accelerator technology
- Experience of Symantec Netbackup & Enterprise Vault software
- Experience of Microsoft Sharepoint 2007

### **Managerial & Supervisory**

#### **Essential:**

- None

<b>Type of staff</b>	<b>Number managed</b>	<b>Number supervised</b>
Permanent Staff	0	0
Volunteers / Casual Workers	0	0

### **Responsibility**

#### **Essential:**

- Responsible for assisting in the operation of WWT's network and server infrastructure
- Responsible for assisting in the development of WWT's network and server infrastructure
- Ensuring speedy and helpful resolution of Help-Desk queries

### **Levels of financial responsibility**

<b>Type of Responsibility</b>	<b>Level (£)</b>
Expenditure (exc payroll)	
Cash Handling	
Assets (required for job, exc buildings)	150,000
Visitors (per annum)	

### **Creative Ability**

#### **Essential:**

- To be able to originate ideas to develop & support WWT's IT systems

### **Contact**

#### **Essential:**

- To be able to communicate clearly, verbally and in all forms of written communications
- To provide support to all levels of staff in a professional, polite and helpful manner
- Possess the ability to work under pressure and work effectively as part of a team

### **General Notes**

This is a full-time position, which will from time to time; require work during some evenings, weekends and public holidays to meet the needs of the post.

A current driving licence is essential as travel to other WWT locations is a requirement of the post.

### **Special Conditions**

Access to confidential information