Court
**Enforcement
Services**
High Court & Civil Enforcement

JOB DESCRIPTION

NAME:

JOB TITLE: Information and Communications Technology (ICT) Support

LINE MANAGER: Compliance Director (Russ Poulter)

STARTING DATE:

PROBATION PERIOD: 6 Months

General Description of Role:
To cover all aspects of the day to day ICT Support functions. This role is not an entry level position. Whilst company specific training will be provided, it is essential that you have a demonstrable working understanding of ICT support, systems administration and software support. The successful candidate will be expected to hit the ground running in a fast growing and fast paced environment.

Core Duties & Responsibilities:
• Ordering, receiving and adding ICT assets to the Asset Register in a timely manner, maintaining the same for movements and replacements
• Building new workstations to a set specification
• Setting up new user profiles on the Active Directory
• Creating, updating and closing accounts within Microsoft Office 365
• Covering all aspects of the day to day running of the ICT support function, including but not restricted to:
    o providing exceptional 1st line technical support including peripherals
    o build and test internal servers, applications and hardware, and
    o support the set up and management of new and existing infrastructure, networks, firewalls, VPNs, routers, switches, VoIP devices
• Movement of staff or workstations
• Set up and patching of communication hubs
• Logging faults and work progress to identify trends and root cause analysis

Other Duties & Responsibilities:
• Creation and development of processes and procedures to meet the business needs
• Developing staff knowledge of key software packages such as the Microsoft Office suite
• Any other task as directed, within capability.

Specific Training Requirements:
Nexum Case Management System

Qualifications Required:
• Diploma in ICT Systems Support
• Diploma in ICT Systems and Principles
• Certificate in ICT Professional Competence

JD ICT Support 30 September 2016
Russ Poulter

Experience and Capability Requirements
Essential:
- Thorough knowledge of operating systems, networking, firewalls, VPNs, hardware and software
- Excellent problem-solving skills and the ability to explain problems and solutions clearly to non-technical users
- Able to demonstrate experience of providing strong 1st and 2nd line technical support
- Able to set up and manage new and existing networks, firewalls, VPNs etc
- Good interpersonal skills
- A patient and methodical approach
- A good understanding of Microsoft Office including Word, Excel & Outlook
- The ability to prioritise, work under pressure and meet deadlines
- Good all round office skills including filing/faxing and photocopying.

Highly Desirable:
Experience of Office 365 and SharePoint infrastructure, design and maintenance would be a distinct advantage

Signature of Post Holder: _____   Date: _____

Signature of Line Manager: _____   Date: _____