JOB PROFILE

Post Title	IT Development & Support Officer (ITDSO I-IV)
Directorate	Corporate Services – Corporate IT
Responsible to	Deputy IT Manager
Responsible for	Youth Trainees
Grade	D

Job Purpose

The IT Development & Support Officer (ITSO) is responsible to the Deputy IT Section Manager for providing day-to day technical support to SHG Directorates and approved non-Government organisations.

Key Tasks

Design, install and maintain Directorate Local Area Networks (LANs)

Design new networks and upgrades to existing networks with the ability to provide alternatives for major impacting factors including:

- Budget restraints
- Limited resources/personnel
- Isolation

Maintain client Wide Area Networks (WAN)

Design and implement networking cabling infrastructures

Design, install, test certify and troubleshoot Ethernet, Wireless and fibre networking systems

Test, certify and troubleshoot networking cabling systems

Analyse network-related problems reported by end users, diagnose the most effective method to resolve the problem and implement the solution.

Implement and maintain network security

Operations and Support:

Configure and install the following network equipment such as:

- Switches
- Computers
- Laptops
- Servers

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- Wireless Access Points/Modems
- Printers

Install, configure and maintain the Wi-Fi network.

Setup and testing of video conferencing equipment as and when required.

Configure and install Windows and Linux servers in response to client demands and needs.

Setup Optimal file sharing and security structures.

Implement and maintain Internet Security.

Provide alternative solutions to requests in the case of required resources/equipment/components not being readily available to rectify the problem.

Maintenance

Perform secondary network system administration on network servers as required.

Rectify any associated problems with backup procedures; escalate any high level concerns to the Deputy IT Section Manager.

Carry out day-to-day administration and monitoring network use

Maintain operational, configuration, or other procedures.

Perform periodic performance reporting to support capacity planning.

Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.

Maintain the current operational environmental.

Apply Operation System patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure and add new services as required.

Customer Care

Deliver customer support, both in person and over the phone in a professional manner and consult with clients to assess individual departmental needs to ensure continued operations and reliability is maintained.

Key Responsibilities

Responsible for IT equipment when conducting all levels of support within SHG this includes a current estimated value of £2,000,000.

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Core Competencies

Please refer to the Information Technology Competency Model:

Tiers 1, 2 and 3.1

Special Conditions

Must be able to perform physical activities, such as, but not limited to, lifting heavy and carrying equipment. Job holder might be required to work in unhygienic spaces and at times be able work from heights up to 3 stories. Must be able to tolerate cramped and confined spaces. These special requirements are required for jobs such as:

•   Working in ceilings that are sometimes infested with fleas, bird lice, cockroaches and rodents

•   Cabling along multi story buildings

•   Transporting of heavy/fragile IT equipment

The post will require out-of-hours working to ensure optimal IT services. This will include jobs such as:

To rectify any major issues affecting a large customer base, such as loss of access to local network resources (files servers) and internet connectivity.

To complete network projects that require minimal disruption to the customer during normal working hours, or are time critical.

Assist with the auctioning of redundant IT equipment

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

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Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications:				
IT Development & Support Officer (Training Grade)				
CompTIA A+	E			
GCSE Mathematics and English Grade C or above	E			
or				
CompTIA Net+	E			
GCSE Mathematics and English Grade C or above	E			
or				
MCP Certification	E			
GCSE Mathematics and English Grade C or above	E			
IT Development & Support Officer I				
CompTIA A+ and MCP Certification	E			
GCSE Mathematics and English Grade C or above	E			
or				
CompTIA A+ and CompTIA Net+	E			
GCSE Mathematics and English Grade C or above	E			
or				
CompTIA N+ and MCP Certification	E			
GCSE Mathematics and English Grade				

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C or above	E			
IT Development & Support Officer II				
CompTIA A+, CompTIA Net+ and MCP Certification	E			
GCSE Mathematics and English Grade C or above	E			
IT Development & Support Officer III				
CompTIA A+, CompTIA Net+ and MSCA Certification	E			
GCSE Mathematics and English Grade C or above	E			
Or				
CompTIA A+, CompTIA Net+ and Cisco CCNA Certification	E			
GCSE Mathematics and English Grade C or above	E			
Or				
IT Diploma or IT BTEC professional certification; which meets the industry prerequisites.	E			
GCSE Mathematics and English Grade C or above	E			
IT Development & Support Officer IV				
CompTIA A+, CompTIA Net+, MSCA and CCNA Certification.	E			
GCSE Mathematics and English Grade C or above	E			
or				
or an equivalent HNC ICT qualification.	E			

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Skills & Abilities: Please refer to the Information Technology Competency Model: Tiers 1, 2 and 3.1				
Experience: Minimum of 2 years current experience in providing computer hardware and software support.	E			
In a fast-moving field like IT, it is important and necessary to keep your skills and knowledge up to date frequently. Further training aspirations or ideal qualifications for the post would include: • Microsoft Certified Systems Administrator (MCSA) • Cisco Certified Network Associate (CCNA) • Linux Operating Systems • ECDL or Equivalent NVQ Level 2 (Microsoft Office) • Class A Driver's License	E			
Core Competencies: Please refer to the Information Technology Competency Model: Tiers 1, 2 and 3.1	E			
Job Competencies: Please refer to the Information Technology Competency Model: Tiers 1, 2 and 3.1	E			
Personal attributes: Please refer to the Information Technology Competency Model: Tiers 1, 2 and 3.1	E			

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