

JOB PROFILE

Job Title:	IT Technical Support Analyst
Service Area:	IT Department, I.T. Helpdesk Team
Grade:	Grade 7
Reporting Manager:	Helpdesk Customer Support Team Leader
Direct reports:	None

Job summary:

Providing professional I.T Helpdesk Customer Support to all I.T Users including 3rd parties and Members. Supporting and deploying I.T assets across the authority and ensuring the I.T Asset Register reflects any changes.

Advanced Helpdesk Job Ticket Administration i.e. Complex Installations, Additional Disk, Advanced Monitoring. Manage, triage and decide priorities of new and existing IT helpdesk incident and request tickets.

To provide 1st line and 2nd line I.T. Helpdesk support to all users throughout the authority including hardware support of PC's, Laptops, Tablets, smartphones and all Consumables using advanced fault diagnostics with PC's and Peripherals.

To process I.T. Service Request which cover day to day development and implementations of new hardware and software. Ensure new releases of software including patch repairs are applied using the departments procedures.,

Using own initiative to research technical faults using a mixture of tools including the specialist tools available via the web.

Replacing Hardware that is on the annual refresh program.

Key responsibilities:

To provide 1st & 2nd line I.T. Customer Support on calls for Workstations, laptops, Printers and other devices, including Desktop Training.

To assist when required in office moves of I.T. equipment, working within restricted environments.

Ensure I.T Service Requests are completed on time, these range from; Setting up Printers, New Users, Office Moves, Access to security Groups, hardware rollouts.

Set up User Accounts (Network AD Account, Office 365 user accounts, Print services), setup and maintain User Access Folders, set up and amend users within the existing network.

Administer and support corporate telephony system including account & group setups, deletions & modifications

Advanced fault diagnostics with PC's and Peripherals.

Remote desktop support Ensure all calls are responded to within agreed timescales and to acceptable standards.

Asset Management - change control documentation reflects any movement of hardware or installation of software.

Recommend solutions of nonstandard network software faults to the Helpdesk Customer Support Team Leader or the I.T management team

To provide User Support to all Directorates installing new software, access to application databases and applying latest upgrades ensuring that the operating systems and software solutions are working in conjunction with each other.

Installation and configuration of software applications and clients on Workstations, Laptops and Tablets.

Provision of Email and Internet access.

Standard User Training on Corporate Solutions i.e. Email Management Tools, Exchange Admin, Encryption software.

Desktop login procedures are protected against hacking or security violations.

To assist with Network Monitoring, responding to critical issues and research faults and resolutions and fixes.

Using specialist tools to fault find errors.

To monitor the network

Ensuring that all the latest Microsoft & vendor updates are applied and are current with the latest releases.

Monitor and respond to Cyber Security incidents using Anti Virus and monitoring software
Advanced Active Directory Administration

User Access Folder – Advanced Security Levels, ensuring they have the correct security access levels.

Use own initiative to research and implement a variety of tools to find solutions to support PC's and Peripherals to fix both standard and nonstandard faults.

Advanced Cable Installations and Configurations.

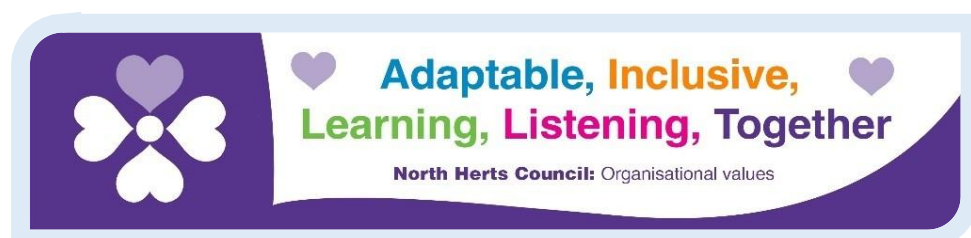
Be proactive to diagnose server faults, disk space issues and allocation of new space and take appropriate action.

Advance knowledge Virus', Malware and Ransomware and use of Anti-Virus software, trouble shooting and disinfecting viruses.

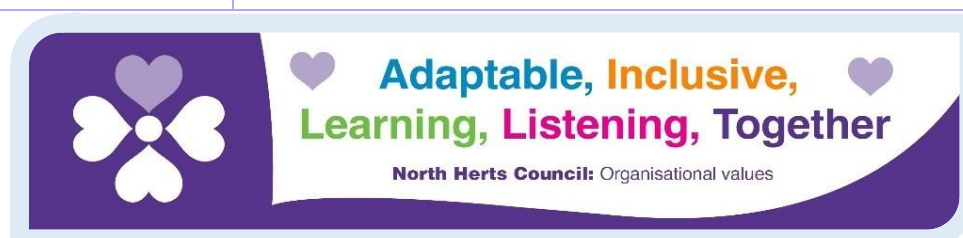
To liaise with external hardware and software support organisations for resolutions and tracking via the helpdesk of any problems.

Please follow this link to read your general responsibilities:

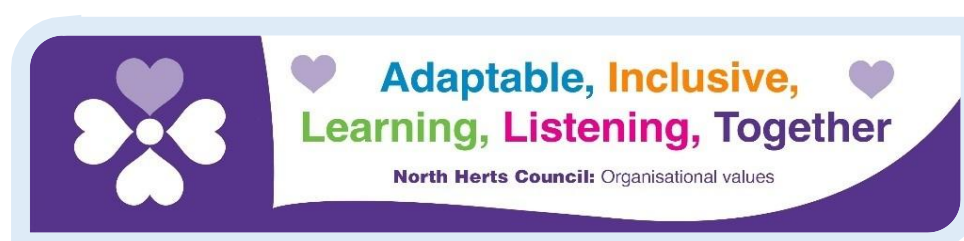
[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/employees/general-responsibilities)



Key Requirements:		Essential desirable
Qualifications:	Good standard of education. Excellent standard of written English. – or equivalent Microsoft Desktop Administration course – or equivalent Network engineer certificate – or equivalent MCP (Microsoft Certified Pro). – or equivalent MCSE (Microsoft Certified Systems Engineer) – or equivalent Certification for Fibre installations and Commissioning Certificate for PAT Testing Oracle or SQL Server (These qualifications are equal at least HNC level and can take at least 3 years study to achieve)	E E E E D D D D D
Job related experience & knowledge:	High level of experience supporting Personal Computers. High level of experience of peripheral equipment such as Printers, Scanners, Digital Cameras. Network Administration using Citrix and Active Directory (AD) tools. High level of skills supporting Windows Desktop Operating systems Good experience of supporting Windows, Lynx, and Apple MAC devices. High level of experience with Office 365 user accounts High level of skills supporting Windows operating systems and Android/iOS based mobile devices Good level of experience of supporting Windows Server Technology. Good level of experience and knowledge of Backup software solutions. High level of experience of research using a variety of tools to find resolutions to fix nonstandard faults. Ability to create change control documentation. High level of knowledge supporting Data Network Switches, Data Patch Cabling.	E E E E E E E E E E E E



	High level of skills and knowledge in Anti Virus solutions supporting Servers, Firewalls, within a large Network Environment.	E
	High level of knowledge and experience of using network management tools to analyse to find resolutions to unknown fixes	E
	Experience of proactively supporting a Network using software tools	E
	Experience supporting IP telephony solutions including PBX, SBC, SIP trunks and soft phones	E
	Advanced configuration skills to prevent the corporate network from virus and hacking attacks.	E
	High level of knowledge and experience supporting Windows Servers.	D
	High level of knowledge and experience supporting Microsoft Exchange	D
	Experience with video conferencing systems such as Zoom & Microsoft Teams	E
	In depth knowledge of Local Government or Private Sector Line of business applications, systems and services	D
Skills & attributes required for the role:	Ability to communicate with users, 3 rd parties and Elected Members in a clear, non-technical way, by email, telephone and person-to-person.	E
	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
	Ability to work on own initiative and to be a good team member.	E
	Advanced problem solving	E
	The ability to work with minimal supervision when carrying out research into complex technical issues.	E
	The ability to be able to manage assigned projects, working to deadlines	E
	High level of organisational skills with the ability to meet deadlines and critically evaluate progress and performance.	E
	Able to work on own initiative and as an effective team player.	E
	Good knowledge of data classifications and sensitivity.	E



Other:	Flexible attitude to work in terms of time and location.	E
	Able to work in partnership with other sections outside of IT on various projects.	E
	Interested in the innovative application of hardware and software products.	D
	Advanced User Communication and Training	E
	Basic Disclosure and Barring Service (DBS) required	E

Signed.....

Date.....

