



# First Line Support IT

## IT Department

### Job Description

**Ref: 907**

**12 Month Fixed Term Contract**

## **Job Summary**

To assist in the delivery of BHT's IT Support Service to BHT and YMCA DLG. To provide telephone and email helpdesk support as well as site visits. Assist with the implementation of new IT systems and projects.

## **Responsible To**

- IT Manager
- Through line management to the Trust's Board of Management.

## **Significant Working Relationships**

- Systems Administrator
- YMCA DLG Staff
- BHT Staff

## **Duties / Responsibilities**

1. Be first point of contact for IT support.
2. Provide phone, email and face to face technical support.
3. Diagnose and resolve computer problems, escalating where necessary.
4. Liaise with equipment and service providers to resolve faults.
5. Manage user permissions and user accounts.
6. Perform on-site visits around Brighton, Sussex and Surrey to install equipment and resolve problems.

**It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.**

**For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal**

**and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.**

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**