



IS Senior Technician

IT Department

SUSSEX

Job Description

Ref: 1040

Job Summary

To assist in the delivery of BHT Sussex's IT Support Service to our staff, Board of Trustees and external customers. To provide escalated telephone and email helpdesk support as well as site visits. Install and maintain computer systems and provide end-user technical support. Lead the development and implementation of efficiency improving IT systems, resolving complex support requests with computer hardware, software and network systems for customer satisfaction. Supervise and mentor Junior IT support staff and support end-users on project roll-outs and latest technologies.

Responsible To

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

Responsible For

- Junior IT Support Staff

Significant Working Relationships

- IS First Line Support
- BHT Sussex Staff
- External Customers

Duties / Responsibilities

1. Be first point of contact for IT support.
2. Supervise and train Junior IT support staff.
3. Provide on-call cover on alternate weekends.
4. Research, develop and implement new systems to increase organisational efficiency.
5. Provide phone, email and face to face technical support.
6. Take ownership to diagnose and resolve software and hardware incidents, including operating systems, computer problems, escalating where necessary.
7. Maintain a first-class level of customer service.

8. Accurately record, update and document IT requests for monitoring, evaluation and service improvements.
9. Install and configure new IT equipment.
10. Liaise with equipment and service providers to resolve faults.
11. Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in BHT Sussex.
12. Manage user permissions and user accounts.
13. Maintain, audit and ensure consistency of data and permissions.
14. Perform on-site visits to install equipment and resolve problems.
15. Produce helpdesk reports and KPI's with actionable data.
16. Cost efficient procurement of workstation hardware.
17. Work under minimal direction.
18. To be a highly motivated team player with the skills and ability to manage changing priorities.
19. To work within the relevant legislation, policies and procedures in BHT.
20. Be aware and comply with all mandatory training and comply with health and safety legislation under BHT policies and procedures.
21. Demonstrate commitment to promote the principle of equality, diversity and inclusion in employment and service delivery.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex 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 Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex 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 Sussex 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 Sussex 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.