Job Title	IT Support Technician
Department	Business Systems
Location	Aylesford
Reporting To	Head of Business Systems
Staff Management	None

Main Purpose of the Job

To provide a professional, technical and support function to RBLI on all IT and systems related matters. Taking responsibility for systems administration, user administration, network support, hardware and software implementation and maintenance.

Overview of the Role & Team

This position is key in our Business Systems department, with the main function being day to day user and network support. The team is 4 strong, consisting of 2 developers, 1 Systems Support Analyst and the above vacant position. The team is overseen by the Head of Business Systems, who holds overall responsibility for the performance. The team itself is small and close-knit, with a diverse group of people. You will be a team player but also happy to work alone when required.

Your Key Responsibilities

1. System Administration
    - Maintain password control ensuring confidentiality and regular changes
    - Set up user permissions and ensure security of data, including virus scanning
    - Control and maintain Active Directory users and security groups

2. Network Support
    - Undertake cabling maintenance as required
    - Ensure network security at all times
    - Ensure that systems are running to maximum potential including performance monitoring
    - Liaise with engineers at SOTA as and when required

3. Employee Support
    - Provide helpdesk support for approximately 250 PC/laptop users, escalating to other members of the team as necessary.
    - Ensure that ad hoc guidance and advice is available to users
    - Present IT recommendations and solutions for non-technical users
    - Providing guidance and advice on Data Security to all staff

4. Software Support
    - Undertake roll outs as required
    - Maintain WSUS server to ensure Microsoft updates are rolled out across the network as they are released.
    - Maintain SPAM queues on e-mail server
    - Support of Microsoft Office Suites, including 2007, 2010 and 2013

5. Hardware Support
   - Co-ordinate and undertake PC repairs as required
   - Install hardware, e.g. memory, soundcards, hard drives etc as and when necessary
   - Install local and network printers

6. General
   - Ensure all procedures are documented and kept up to date
   - Identify and research areas within the business that would benefit from IT solutions
   - Carry out auditing on employee laptops or PC's as and when required by the Head of Business Systems or contractual obligation for the various Government contracts that we work on
   - Carry out regional office visits as required
   - Act as a support resource for other members of the team at times of peak activity, staff absence etc.
   - Carry out other duties as may be from time to time directed by the Head of Business Systems

Personal Attributes

- Team Player
- Willingness to learn
- Patience
- Unafraid to ask questions
- Well presented
- Excellent communication skills
- Good telephone manner

Working Environment

- This role will be office based, occasionally visiting other locations
- Working as part of a small but very busy team

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
- At least 1 years' experience of Windows 2012 networks, Windows 7 and 10 Operating Systems and Microsoft Office Suite. - Familiar with Active Directory, users and security groups - Microsoft Exchange 2013 - Full Driving Licence held	Experience of working in a virtualised environment

Note: **This job description is a general guide to the above role and is not indicative of all the activities and functions of the jobholder which may vary from time to time according to the needs of the business and as instructed by the nominated Line Manager.**