

JOB DESCRIPTION – IT ASSISTANT

Location:	Leicester
Team:	Internal Services
Line Manager:	IT Manager
Salary:	£20,000- £25,000 per annum, depending on experience

Main Purpose

A vacancy has arisen within the Learning and Work Institute (L&W) IT team. This role will be responsible for supporting internal users, configuring and maintaining end user devices i.e. Windows PCs, laptops, phones and iPads. The successful applicant will demonstrate a strong customer service ethic, have experience in Administering Windows Servers, Active Directory and Office 365 and be willing to learn more.

We have approximately 55 users across three offices. This role will require some flexibility in working at our London and Cardiff sites. Occasionally some out of normal office hours work will also be required

Duties and Responsibilities

- User Support - To provide an efficient, high quality, customer-focused IT support service to staff. Maintain and manage the IT incident log.
- Windows Server and Office 365 Administration – User set up and support to ensure availability of key business systems. Taking remedial action where required and ensuring speedy recovery in the event of failure.
- Set up and support Hardware devices – desktops, laptops , mobile phones and iPads
- Ensuring systems, such as file & print servers are running efficiently and using initiative to take remedial action as necessary.
- Ensuring all PC's and Servers are secure through updates and Anti Malware, and performing regular backups
- Supporting L&W staff in their use of the systems.
- Demonstrate a commitment to equality of opportunity.
- Any other duties as may reasonably be required from time to time.

Person Specification – IT Support

	Skills	Essential / Desirable
1.	An effective communicator with well-developed interpersonal skills who is able to positively engage with staff and empathise with their pressures and needs.	E
2.	Ability to plan and prioritise work and maintain an up to date and accurate issues log.	D
3.	Ability to work under own initiative utilising a proactive and collaborative approach to problem solving.	D
	Knowledge	
4.	Working knowledge of hardware and operating systems on Servers and End User Devices	E
5.	Understanding of IT security issues and awareness of GDPR	E
6.	Good working knowledge of Windows Server Administration (including virtual servers)	E
7.	Knowledge of the IT systems used by L&W including Active Directory, Office 365 and Windows Servers.	E
8.	Knowledge of infrastructure hardware eg Avaya phone system, SonicWALL firewall, MFDs would be advantageous	D
9.	Knowledge of Web design - WordPress & Google analytics would be advantageous	D
	Experience	
10.	Working in an IT department within a small organisation	E
11.	Administering cloud based systems such as Hub Spot, Microsoft NAV	D