**Job Description**

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| **Job Title:** | ISD Technical Support Assistant | **Job Band:** | 4b |
| **Department:** | ISD | **Location:** | Mansfield Head Office |
| **Accountable to:** | I.T Team Leader | **Number of Direct Reports:** | 0 |
| **Job Purpose:** | To provide assistance and support in respect of all aspects of the technology in use across the Society. | | |

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| **MAIN DUTIES** | | | | |
| **OPERATIONS:** | | | | |
| **OPERATIONS:** | | To install and configure Endpoint & Server Software & Hardware | | |
| To analyse and assist in projects. | | |
| To provide support for Endpoint Software and all Hardware. | | |
| To carry out scheduled operational tasks as requested. | | |
| To carry out housekeeping tasks and backups as requested. | | |
| To monitor the documentation relating to the configuration of systems and ensure they are updated as required. | | |
| To liaise with 3rd parties regarding the purchasing of equipment and infrastructure support. | | |
| To maintain and implement core system parameter changes. | | |
| To support and maintain the Society’s telephone systems. | | |
| **GENERAL DUTIES:** | | | | |
| * Carry out all duties as detailed and in accordance with documented policies and procedures | | | | |
| * Maintaining risk awareness within your role, ensuring relevant controls are implemented and are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment. | | | | |
| * Prepare and collate management information in accordance with laid down procedures and standards | | | | |
| * Ensure all targets/objectives as laid down are achieved. | | | | |
| * Promote the interests of and ensure adherence to the policies of the Society. | | | | |
| * To carry out all duties taking into account the FCA’s Conduct Risk requirements and principles of Treating Customers Fairly. | | | | |
| * To carry out all duties in compliance with the FCA’s Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON). | | | | |
| * To ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:   • Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.  • Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.  • Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures. | | | | |
| * Undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society. | | | | |
| This job description will be amended in consultation to reflect changes in or to the job. | | | | |
| **DATE:** |  | | **AGREED:** |  |

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | * 5 GCSES/O’LEVELS A-C * Level 3 Qualified A-LEVEL/DIPLOMA | * Qualification in I.T or equivalent * ITIL Foundation |
| **EXPERIENCE** | * 3 years’ experience in a similar positon | * Experience working in regulated environment |
| **KNOWLEDGE** | * Good knowledge with all Microsoft packages * Endpoint Security * Printing & Scanning, configuration and management * Basic understanding of network infrastructure * Active Directory Administration including Group Policy * Configuration & deployment of Endpoints | * Regulatory systems * Microsoft O365, Sharepoint & Azure * Windows Server Administration |
| **SKILLS AND ATTRIBUTES** | * Ability to problem solve * Organised * Flexible * Quick thinking * Full driving licence and own vehicle |  |
| **PERSONAL ATTRIBUTES** | * Personable * Team Player * Efficient * Good Communication * Time Keeping |  |