

<b>Job Title:</b>	IT Systems Junior
<b>Department/Location:</b>	IT
<b>Reporting To:</b>	IT Manager
<b>Purpose of Role:</b> (A short sentence that summarises the position.)	To provide increased support and productivity within the IT Department.
<b>Role Summary:</b> (Few bullet points that provide an overview of role, and how it links into / supports departmental / business strategy.)	<p>Practical assistance within the IT department supporting both hardware and software.</p> <ul style="list-style-type: none"> <li>• Desktop Computer Maintenance</li> <li>• Helpdesk Monitoring and Resolution</li> <li>• Basic User and Systems Administration</li> </ul>
<b>Key Accountabilities and Responsibilities:</b>	<p><b>Desktop Computer Management</b></p> <ul style="list-style-type: none"> <li>• Configure computers to meet specific business requirements.</li> <li>• Fault find and resolution of issues reported by users.</li> <li>• Apply updates and software patches to computers as required.</li> <li>• Monitor antivirus software and network activity and react as required to resolve issues.</li> <li>• Create or amend configuration documents as required.</li> <li>• Support IT Support Technician as required in all aspects of computer management.</li> <li>• Deploy computers within the business as required.</li> </ul> <p><b>Helpdesk Monitoring and Resolution</b></p> <ul style="list-style-type: none"> <li>• Provide telephone support to assist the end user in fault finding and resolution of possible helpdesk issues.</li> <li>• Prioritise helpdesk issues based on known IT guidelines.</li> <li>• Create and update helpdesk tickets to reflect work that has been completed.</li> </ul> <p><b>Basic User and Systems Administration</b></p> <ul style="list-style-type: none"> <li>• Add and remove computers and printers from the network.</li> <li>• Support IT Support Technician as required in all aspects of user and systems administration.</li> </ul>

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications/Education &amp; Training:</b>	<ul style="list-style-type: none"><li>• Educated to A Level or equivalent.</li></ul>	<ul style="list-style-type: none"><li>• English, Maths, IT related subjects.</li></ul>
<b>Experience:</b>	<ul style="list-style-type: none"><li>• None required.</li></ul>	
<b>Skills &amp; Competencies</b>	<ul style="list-style-type: none"><li>• Methodical and careful approach to practical problems.</li><li>• Interested and curious about new technologies.</li><li>• Keen to learn about and to adapt to new ideas.</li><li>• Strong analytical and problem-solving skills.</li><li>• IT Literate – Word and Excel.</li><li>• Good organisational skills.</li></ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Able to show initiative and adapt quickly to new requirements.</li><li>• Hands on approach and strong practical skills.</li><li>• Able to work as an individual or as part of a team.</li><li>• Well organised and methodical.</li><li>• High level of numeracy.</li><li>• Ability to communicate effectively.</li><li>• Positive, proactive and professional approach.</li></ul>	