

IT SUPPORT

1. Provide the first point of IT Support contact for all staff.
2. Installing and configuring computer hardware operating systems and applications.
3. Assisting staff or clients through a series of actions, either face to face email or over the telephone to help set up systems or resolve issues.
4. Troubleshoot technical issues to resolution and/or escalate to supplier or partner organizations as required.
5. Manage Helpdesk tickets, planning and prioritizing systematically to minimize backlog and ensure operational efficiency.
6. Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner.
7. Provide technical assistance to project teams and undertake technical project roles when required, supporting the roll-out of new applications and solutions.
8. Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.
9. Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner.
10. Assist with ongoing development of related firm policies and procedures, including appropriate controls around organizational change management.