

Role Profile

ICT 1st Line Support Advisor

Reports to:

Business Systems Manager

Team:

ICT

Location:

Morfa Gele, Abergele, with remote working. There may be some requirement to travel locally.

Salary, Hours and Holidays:

Grade 4, SCP N-O £25,611 to £26,468. Full-Time, 37 hours per week. Permanent

Job Purpose:

To provide an initial point of contact for internal customers, to support and advise at the appropriate level; triaging calls to the next level where required. Providing technical ICT support to internal and external customers, assisting with hardware and software problems via phone, email, remote or onsite.

Role Dimensions:

To provide helpdesk triage for around 280 employees spread across three main office locations and approximately 18 satellite sites. Allocating to the appropriate level as and when required.

Focus and Key Responsibilities:

1st Line Expectations

- To deliver professional and efficient 1st line technical advice and support to all internal customers.
- To provide a high-quality support service by quickly diagnosing basic IT problems and taking prompt action to resolve or escalate where appropriate. This includes support for core business systems (i.e. MS Office products, Thin Client Services, MS Operating Systems) and third-party technical software.
- To communicate effectively with all Cartrefi Conwy group staff and clients.
- To work and collaborate as part of the ICT team to provide a single point of contact for ICT support for Cartrefi Conwy group and clients.
- To support with the building, maintaining and configuration of a variety of hardware and operating systems, including Laptops, thin clients and mobile devices.
- To offer support and assist with colleagues' knowledge and other customers in the development and use of software and systems, monitored by the Service Desk.
- To triage user requests, which can be wide-ranging and require judgment to determine the best course of action. These may involve computer, network, software applications, data errors, etc.
- Administration of
 - Active Directory and Azure Entra / Identity environments - creating and editing accounts, trouble shooting and reporting.
 - Device / asset list maintenance.
 - DSE & H&S accreditations

- To strive to exceed in delivering operational KPIs and customer SLAs.
- To keep up to date with new developments in ICT and their best use within the Cartrefi Conwy group.
- To assist with project work as needed.

Corporate Accountabilities

- To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.
- To contribute to community involvement and tenant participation activities as required.
- As a representative of Cartrefi Conwy, always promote and maintain a positive attitude and image.
- To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.
- To ensure feedback is actively sought to inform service improvement for customers and develop more efficient and effective ways of working.
- To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.
- To support the development, review and implementation of policies and procedures, in particular:
 - Health, safety and welfare initiatives
 - The associations principles on Equality and Diversity
 - Risk management initiatives
 - Performance management practices
- To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.
- To work collaboratively in cross functional working groups where required.

Autonomy and Decision Making

The post is expected to operate within agreed policies and procedures. Work is typically customer driven and reactive with the need to balance priorities against planned projects and work. The post holder is required to prioritise all tasks within agreed deadlines, categories or by priority set.

Examples of the decisions the post can take are:

- Providing helpdesk advice or signposting colleagues and Managers to relevant policies and procedures

Examples of decisions that are referred are:

- Any items involving expenditure
- Exception to Policy decisions

Areas of Complexity

- Prioritising customer driven workload and managing customer's expectations may provide some complexity within the role.

General

- The job description is designed to provide a general overview of a role, responsibilities and accountabilities and does not list every requirement.
- Employees are expected to carry out reasonable management instructions and other duties commensurate to the role that are lawful, ethical, within the scope of their duties, and consistent with company policies and procedures.

Key Relationships:

External: Local Authorities and Housing Associations, IT service providers, consultants & training providers.

Internal: Colleagues and Managers daily to provide helpdesk advice and troubleshooting. Signpost staff to relevant procedures, forms or information.

Person Specification

Knowledge and Experience:

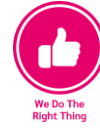
	Essential/ Desirable	Assessed by?
Knowledge of Microsoft applications, Server and desktop operating systems	E	Application/ Interview
Working experience of Active Directory (AD) and user account management	E	Application/ Interview
Working experience of hardware components – Mobile, Laptop & Desktop	E	Application/ Interview
Experience in ICT Support	E	Application/ Interview
Knowledge of Anti-virus & Web/Mail filtering principles	D	Application/ Interview
Knowledge of TCP/IP and general networking principles	D	Application/ Interview
Knowledge of virtualisation principle	D	Application/ Interview

Skills:

	Essential/ Desirable	Assessed by?
Office / Office 365 user management and troubleshooting skills	E	Ability test
Excellent communication skills both written and verbal, explaining technical solutions in non-technical language.	E	Application/ Interview
Ability to listen with empathy and patience - understanding user frustrations and responding calmly in a professional tone.	E	Application/ Interview
Ability to plan and prioritise work within a reactive role, resolving issues efficiently within SLA targets.	E	Application/ Interview
Interpret information, breaking down complex issues into manageable parts	E	
IT certification or equivalent (i.e. ITIL/MCP, etc.)	D	Application
The ability to communicate fluently both verbally and in writing through the medium of English	E	Application/ Interview
The ability to communicate fluently both verbally and in writing through the medium of Welsh	D	Application
Ability to drive in the UK with access to own vehicle (if relevant for the role)	D	Application

Cartrefi Commitments

	Essential/ Desirable	Assessed by?
We do the Right Thing - Takes ownership and learns by mistakes	E	Interview
We Lead by Example - Proactive, solutions focused, resourceful	E	Interview
We are stronger together- Enjoys working in a team, supportive, respectful	E	Interview



Equal Opportunities Statement Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.

Data Protection: Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.