



ROLE DESCRIPTION

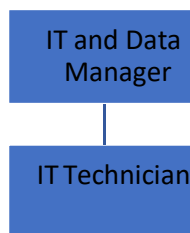
JOB TITLE	IT Technician	VERSION DATE	August 2026
NAME OF INCUMBENT		NUMBER OF POSITIONS	1
LOCATION	WFH	DEPARTMENT	IT & Data
JOB FAMILY		REPORTS TO (Position)	IT and Data Manager
GRADE			

PRIMARY PURPOSE

To provide reliable, responsive and effective technical support to the organisation by maintaining, supporting, monitoring and troubleshooting IT systems, infrastructure, hardware, software, networks and end-user technology.

The IT Technician is responsible for the day-to-day technical operation and support of the organisation's IT environment, including user support, hardware and software management, network and connectivity support, systems administration, cybersecurity support, system testing and IT asset management.

ORGANOGRAM



KEY PERFORMANCE AREAS AND RESPONSIBILITIES

Key Performance Area	Performance Outputs
IT Service Desk and End-User Support	Provide technical support to employees by: - Responding to and resolving IT-related incidents, service requests and technical queries. - Diagnosing and troubleshooting hardware, software, operating system, connectivity and application-related problems. - Providing technical support for desktops, laptops, mobile devices, printers, peripherals and other IT equipment. - Supporting users with Microsoft Office 365 and other approved business applications. - Assisting users with password, access, account and authentication-related issues in accordance with established procedures. - Providing remote and on-site technical support within the organisation's hybrid working environment. - Logging, tracking and resolving support incidents within agreed service levels. - Escalating unresolved, complex or high-risk technical issues to the IT and Data Manager or relevant service provider. - Maintaining clear records of incidents, resolutions and recurring technical problems. - Providing user guidance and basic technical training where required.

IT Infrastructure and Systems Support	Support the day-to-day operation of the organisation's cloud-based IT systems under guidance by: • Providing first- and second-level support for Microsoft 365 services, including user access, licenses, mailboxes, Teams, SharePoint, OneDrive and related collaboration tools. • Assisting with routine administration in Microsoft 365 admin centers, including Entra ID/Azure, Exchange Online, SharePoint, Intune, Power Automate and Purview, in line with approved procedures. • Supporting user onboarding, offboarding, group membership, permissions and basic access reviews. • Monitoring service health alerts, endpoint compliance and common system issues, and escalating complex matters to the IT and Data Manager or service provider. • Assisting with device enrolment, basic Intune troubleshooting, software deployment checks and endpoint support for remote users. • Supporting approved system changes, updates, testing and routine maintenance activities. • Assisting with basic WordPress website administration, including content updates, media uploads, plugin checks and escalation of website-related issues where required. • Maintaining simple technical documentation, support notes and procedures for recurring issues.
Network and Connectivity Support	Provide operational support for the Trust's network and connectivity environment by: • Troubleshooting user connectivity issues relating to internet access, VPN/IPSec access, Microsoft 365 services and approved remote-working tools. • Assisting with basic monitoring and support of Azure-hosted servers and cloud services under the direction of the IT and Data Manager or appointed service provider. • Supporting secure remote access, including VPN/IPSec connectivity, MFA and conditional access troubleshooting in line with approved configurations. • Performing basic checks for DNS, DHCP, connectivity and service availability where required. • Escalating firewall, routing, ISP, Azure or advanced connectivity issues to the relevant service provider. • Keeping records of connectivity incidents, resolutions, recurring problems and escalations.

ADHOC: Perform any and all responsible tasks given by the Manager			
MINIMUM REQUIREMENTS (What is required to perform the Essential Duties)			
Minimum (Core)		Advantageous	
Diploma and/or bachelor's degree in IT, Computer Science or related field of studies		- CompTIA A+, Network+ or equivalent technical certification. - Microsoft Certified: Azure Fundamentals (AZ-900). - Microsoft 365 Certified: Endpoint Administrator Associate would be advantageous where the candidate has practical Intune/device-management exposure. - Experience with databases or SQL environments. - Experience supporting or administering WordPress websites, including content updates, plugins, media uploads and basic troubleshooting. - Experience supporting cybersecurity tools. - Experience in a remote/cloud-first working environment.	
2 to 3 years' experience in IT support, service desk, Microsoft 365 administration or a similar technical support role.			
Knowledge, Skills and Abilities Required (Competencies & level of competencies)			
Technical and Soft Competencies:		Key Performance Indicators:	
- Working knowledge of Microsoft 365 administration, including Entra ID/Azure, Exchange Online, SharePoint, OneDrive, Teams, Intune, Power Automate and basic Purview concepts. - Ability to troubleshoot first- and second-level Microsoft 365, endpoint, access, mailbox, collaboration and remote-user issues. - Basic understanding of cloud services, Azure-hosted servers, secure remote access, VPN/IPSec and common connectivity troubleshooting. - Awareness of cybersecurity good practice, MFA, access control, endpoint compliance and data protection requirements. - Good incident logging, documentation, follow-up and escalation discipline. - Strong analytical and problem-solving skills. - Good written and verbal communication skills, with the ability to explain technical issues clearly to non-technical users. - English plus a second language would be advantageous.		- IT system uptime and reliability metrics - IT incidents resolved within agreed service levels - IT and infrastructure availability - End-user satisfaction with IT support - First-time/first-contact resolution rate - Successful completion of scheduled maintenance and technical checks - Compliance with IT policies, procedures and security controls - Accuracy and completeness of IT asset register	
WORKING CONDITIONS office bound/on-site/travel			
Remote working environment with occasional travel or on-site attendance only when required.			
I have reviewed and determined that this role description accurately reflects the position			
Manager signature	Date	Employee signature	Date
Human Resources signature	Date		

The preceding job description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.