



ROLE: IT Support Officer

GRADE: A

Date: November 2020

Role	Need to do	Need to know	Values and Behaviours
<p>As part of the IT team working with the Head of IT and City Council as our outsourced partners, you will have the responsibility of addressing first line enquiries across all aspects of IT. The role includes troubleshooting, system queries, password changes. Microsoft office issues, hardware and software queries.</p> <p>Non-Financial</p> <ul style="list-style-type: none"> • Health and Safety • Facilities support <p>Delegated Authority Levels: N/A</p> <p>Reports to: Head of IT</p> <p>Relationships Internal:</p> <ul style="list-style-type: none"> • Executive Directors/ Board/NEDS/Heads/managers and staff • CWC • Third party providers 	<ul style="list-style-type: none"> • Addressing first line technology issues • Meeting ongoing requirements/queries • Liaising with CWC on issues requiring escalation • Supporting upgrading software as required • Monitoring third-party suppliers' adherence to SLAs/KPIs. • Building effective relationships with vendors/CWC and LGPSC staff • Supporting IT systems and controls to ensure compliant with relevant FCA regulations and legislative requirements. • Supporting, testing, implementation and infrastructure provision and operational support. • Support business continuity and agile working from a support perspective – remote support • Support with workstation assessments in provision of 	<p>Skills/Knowledge/Experience/Competence:</p> <ul style="list-style-type: none"> • Organisational skills – time management skills and the ability to prioritise tasks • Communication skills – able to work with a range of stakeholders • Self-starter who is proactive and can use initiative to address tasks in a timely manner • Be a member of the IT team, expected to demonstrate on the values, initiatives and culture of the organisation. • Technical expert with IT packages, inc Microsoft Office • Build awareness within workforce around IT security • confidently applying your expertise as appropriate <p>Qualifications</p> <ul style="list-style-type: none"> • GCSE grade C or maths/science and English • May be working towards an IT qualification 	<p>Values:</p> <ul style="list-style-type: none"> • Great place to work • Client Focus • Inclusive • ambitious <p>Behaviours:</p> <ul style="list-style-type: none"> • Open, fair and transparent • Honest and trustworthy • Empowered in making right decisions



	<p>appropriate equipment working with the HR Team.</p> <ul style="list-style-type: none">• Any other duties as directed by the Head of IT.		
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