JOB DESCRIPTION

Post: IT Support (Work Experience Placement)  Reference: A.12139

Service: Information Management -  Date: 23 March 2005
       Information Technology

Grade: Scale C

MAIN PURPOSE OF POST
To support and maintain the Authority's IT systems including desktop provision, network infrastructure, and associated software and business applications, in order that all officers and members can maximise their use of IT and meet the Authority's commitment to Implementing Electronic Government.

Responsible to: IT Manager
Liaison with: Computer users at all levels across the Authority and in all offices.
            Contractors and suppliers of IT equipment.
Manages: None

MAIN DUTIES AND RESPONSIBILITIES
1. Contribute to the proper installation, maintenance and disposal of desktop computers and printers.
2. Update the register of IT assets and contribute to audits of IT licensing arrangements.
3. Provide user support to ensure the effective and timely resolution of technical problems, keeping staff informed of the status of their request for support.
4. Document solutions to problems regarding standard IT applications and record them in the IT Knowledge Base.
5. Coordinate IT equipment bookings and maintain equipment in a suitable condition for loan.
6. Have responsibility for the technical set up of presentation facilities including laptops and projectors.
7. Advise staff and Members on their use of standard IT applications.
8. Work (under supervision) to prepare basic training materials and configure hardware and software for training purposes.
9. Work with the procurement team to coordinate the effective and timely supply and distribution of IT consumables.
10. Monitor system alerts and reports on servers and report problems to the IT Manager.
11. Undertake the day to day operation of backup systems including rotation of backup tapes.
12. Handle server shutdowns and restore service according to documented procedures.
13. Ensure the highest standards of quality are achieved in all duties carried out.
14. Maintain effective relationships with the Authority's external partners and other agencies, voluntary bodies and community groups with whom the Authority works.
15. Conduct all activities in a manner in line with the Authority's Vision, promoting good external relations and a positive image of the Authority.
16. Take responsibility for meeting individual performance targets as agreed with IT Manager.
17. Support the culture of cross team working.
18. Communicate effectively within the team, with other teams and across the Authority as a whole.
19. Develop own knowledge of the Authority's work and of the National Park itself, in order to respond knowledgeably to enquiries from colleagues, stakeholders and the public.
20. Report on such performance, management and operational information as requested by the IT Manager.
21. Any other duties as reasonably instructed by the post-holder’s manager, consistent with the grade for the placement.

SAFETY NOTES/SAFETY TRAINING

Subject to the availability during the period of the placement, training will be provided in Manual Handling and in Basic Electrical Safety.