



Information Technology

Job Overview

Pathway to IT Support Technician

- £22,500, per annum, pro rata
- Annual salary increments plus cost of living increases
- Qualified salary £28,000 circa per annum, pro rata
- V72, St Asaph
- 37 Hours a week

Pathway Entry: A Level

Qualifications: IT related qualification
or by evidenced experience



@ClwydAlyn



Person Specification

Purpose

The IT Support Technician typically involves providing technical assistance and support to the organization's staff and residents in utilizing computer hardware, software, networks, and other IT systems effectively.

Key responsibilities

- Providing our internal and external customers with a quality support service by the speedy diagnosis of IT equipment and software problems and taking prompt corrective action and managing cases from start to completion, inline with SLA standards.
- Supporting organisational projects such as installation, maintenance, infrastructure (servers, network equipment including switches), external IT hardware and software support delivery
- To provide general IT administration such as setting up of users accounts etc.
- Ensuring a consistent high standard of customer service is achieved throughout all tasks.
- Following the procurement procedure of the group to make decisions on best value for money equipment, whilst maintaining stock levels and internal spare equipment.
- To understand the Microsoft Office suite and internal core software packages, aiding in software support and evoking the escalation process.
- Ensuring the Group is compliant with ITIL guidelines.
- Occasional Supervisory role to outside contractors on specific pre-defined projects or tasks.
- Working with various internal multi-disciplined groups to be the primary technical advisor and support on both the Intranet and Internet site
- Work on a rota system with the IT Support Technicians to cover the core Helpdesk hours (Organised between themselves to allow flexibility) and supporting each other as a team to achieve objectives and deliver the service, this will be across various sites owned by ClwydAlyn.
- Follow general guidelines and policy and procedures concerning the acceptance of the possible fixes or workarounds.
- Complete the internal daily checks and take appropriate actions in response to the findings; either escalating or fixing any issues found.
- Commissioning and rollout of technology throughout the group. To include loading and configuring software onto equipment to a standard specification.
- Monitoring, maintaining and supporting Active directory and reconciling Asset management database against Active directory
- Aiding in the monitoring of the VMware environment, with escalation to the Systems Development and Support Analyst as change manager.
- Aiding in the monitoring of the AVD environment, providing initial analysis of issues and recommending courses of action to the Operational Manager as change manager. This includes the maintaining of the thin client (iGel) environment.
- Carry out routine preventative and reactive maintenance on printers and other hardware.
- Write technical documentation when projects have been completed to inform other IT members of its results and workings.
- Support the monitoring of the success of the backup job, escalating if there is a failure to the IT Technical Manager or Head of IT, and be responsible ensure the media on the backup device has been changed and removed nightly.
- Maintenance of IT equipment and cabling can mean working under/around furniture in confined, dusty, dirty conditions.
- On call support availability arranged to cover out of hours and weekends on a rota basis.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.

Why work for us?

Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

Ffôn/Tel: 0800 1835757
Ebost/Email: help@clwydalyn.co.uk

apply at clwydalyn.co.uk
applications close 14 May

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.