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Job Description   **Feb 2025**

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Role: IT Support Technician	**Business Function:** Corporate Services
Reports to: IT Service Delivery Manager	**Pay Band:** Grade 3 Upper - £28,530 - £31,519 pro-rata, per annum
Location: Broadstone, 50 South Gyle Crescent, Edinburgh EH12 9LD	**Type of Contract:** Permanent, Full Time
Cost Centre: 2101	**Activity Code:** ITZ

PURPOSE OF THE ROLE:

To provide support and expertise in ensuring IT systems are maintained and available to the Business within agreed Service Level Agreements. To work closely with external service providers in order to provide server support, network support, desktop support and help resolve day to day IT operational issues. This role requires travel to Trust properties and a current driving license is essential.

KEY RESPONSIBILITIES:

- respond to requests for technical assistance in person, via phone, chat, or ticket.
- diagnose and resolve technical hardware and software issues.
- research questions using available information resources.
- advise user on appropriate action.
- follow standard help desk procedures.
- log all help desk interactions.
- administer help desk software.
- follow up with colleagues to ensure complete resolution of issues.
- redirect problems to correct resource.
- identify and escalate situations requiring urgent attention.
- track and route problems and requests and document resolutions
- resolve technical problems with Local Area Networks and Wide Area networks.
- inform management of recurring problems
- stay current with system information, changes, and updates.
- help create and update training manuals and process documents.
- onboard new colleagues
- procuring hardware
- travel to sites to provide hands-on support.

The current duties of this job do not require the post holder to become a member of the Protection of Vulnerable Groups (PVG) scheme, which replaces the 'Enhanced Disclosure' check and is administered by Disclosure Scotland.

SCOPE OF THE ROLE:

Technical Knowledge & Qualifications
- Must demonstrate experience in applying their technical knowledge across several contexts and be able to give sound, measured advice and support to users.

People Management
- Reporting in the IT Service Delivery Manager, the post holder will work closely with end-users across the Trust, other specialist departments and external service providers /contractors.

Financial Management
- The IT Support Technician will have no direct budget responsibility.
- The post holder may be required to use Trust financial systems for the purposes of expenses and/or raising Purchase Orders

SKILLS, KNOWLEDGE AND EXPERIENCE:

Essential:

- Driving license
- Related experience and training in troubleshooting and providing help desk support.
- Preferably educated to degree level in IT related discipline, however, an HNC/D with relevant experience will be considered.
- Technically competent, analytical, with a good awareness of recent developments/trends in IT
- Be adaptable within a fast-changing environment, with good attention to detail.
- Knowledge and experience of customer service practices
- Good oral and written communication skills with the ability to communicate in a clear and concise way with users at all levels.
- Good team player with excellent interpersonal and report writing skills and must be able to prioritise issues in a timely manner.
- Able to work on own initiative requiring only minimal supervision.
- Resourceful, resilient and taking ownership/responsibility for specific projects. Able to show a high level of commitment and loyalty.
- Fast learner, with the ability to familiarise with applications and systems used across the Trust.
- Good problem-solving skills with the ability to use a service desk ITSM tool, log calls, track calls, informs the customer of progress and close out the call.
- Adhere to the Trusts change management procedures.

Desirable:

- Any relevant MCP/MCSA qualification and ITIL v3 foundation
- Networking support – SonicWall, VPN, firewall
- EPOS knowledge and experience
- Active Directory & Azure Active Directory
- Microsoft Endpoint Manager (Intune)
- Security awareness
- Asset management
- Microsoft Dynamics
- General understanding of the heritage environment, and the challenges and opportunities of the charity /" not for profit" sector

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The Key Responsibilities, Scope of Job, and Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications
Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 16th March 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener – Culzean"