JOB PROFILE

May 2020

Job Title: Senior Technical Support Officer
Contract: Full Time, Fixed Term Contract (12 months Maternity Leave cover)
Location: Tonbridge
Responsible to: IT Manager

Overall Purpose of the Role:

To maintain the core IT Infrastructure functions of the Bank. To provide 3rd Line technical and operational support in accordance with the Bank’s policies & procedures; explore and support application enhancements and improvements on behalf of the business.

Key Contacts:

- Internally – All employees, line managers and members of the Executive Committee and Board with occasional off-site visits
- Externally – Act as a point of contact with 3rd party companies in accordance with contract agreements.

Other Requirements:

To ensure all IT Helpdesk queries are responded to in a professional, timely and efficient manner so that issues are resolved quickly and with minimum disruption to the business.

To supervise the IT function in the absence of the IT Manager

To supervise and deliver a variety of projects within the IT department

There will be occasional need to work longer hours to meet deadlines or to work outside normal business hours to ensure that IT fixes, solutions or projects can be implemented with minimum disruption to the operation of the Bank.
Key Accountabilities:

Help Desk Support:

- Report to the IT Manager and deliver 3rd line help desk support to all end users across the business to provide consistent accessibility, server support, continued operational capability and uphold the security of all ICT systems (e.g. banking system, Network, e-mail, MS Office applications, and telephone systems) and resolving all issues escalated by the 1st or 2nd line help desk support, IT Manager and end users.

- Prioritise logged faults following current in-house procedures and identify solutions to raised issues. Provide support and training where appropriate to all staff and the 1st and 2nd Line helpdesk support and ensure they are adequately trained on the use of applications and hardware in the correct operational manner e.g. MS Office suite, bespoke and in-house software and hardware usage.

- Demonstrate excellent communication skills to the end user and the IT team and competently escalate issues to the IT Manager and/or 3rd Party, which cannot be resolved, in a clear and timely manner to enable the IT Team to resolve issues quickly and efficiently.

IT Projects:

- Supervise a variety of projects assigned by the IT manager and develop, plan and implement projects. Provide support to the IT Manager’s projects and or tasks in their absence. Review and suggest further projects/tasks to improve the operation of the IT team to the IT Manager.

Infrastructure Support:

- Support the IT Manager to ensure the availability, operational capability and security of all systems within Charity Bank (including banking system, network, e-mail, office applications and the telephone system).

Security:

- Administer (internally and remotely) and monitor services to maintain system security and integrity. Perform regular system maintenance, capacity monitoring and security updates.

- Work with the IT Manager to ensure that all risks to the IT systems are identified and mitigated, to limit risks and downtime and ensure the Bank supports all data security and compliance requirements.

Policy and procedures:

- Assist the IT Manager in overseeing all IT policies and procedures to ensure they remain compliant with regulations. Ensure appropriate and efficient usage within IT procedures are met by end users and the IT team. Supervise and maintain logging records and ensure administrative filing is conducted in an accurate, logical and timely manner.

Day to day system management:

- Undertake day-to-day operational, maintenance and support services (facilitating fault reporting/fixing, moves and changes, minor additions, upgrades, etc.,). Undertake daily tasks; including the backup regime and its reporting, key security and server reviews, network-related and other relevant tasks. Review System Performance & Utilisation and Software Applications/Suppliers
Reporting:

- Support the production of written reports on the status of the IT environment as required. Support internal and external auditors to ensure that regular audits are conducted to provide assurance on financial and commercial processes and controls.

Outsourcing and Third-Party Services:

- Support the IT Manager in managing 3rd party contracts in accordance with agreements in place to ensure continued support and services remain in place.

BCP/DR:

- Provide support to any disaster recovery tests and/or invocation

Staffing:

- Act as a Deputy for the IT Manager, provide cover for the IT Manager in their absence and provide ongoing assistance with the development of the 1st and 2nd Line to expand their IT knowledge.
# PERSON PROFILE

**Job Title:** Senior Technical Support Officer

## Experience

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>- High level experience with both practical applications and IT literacy</td>
<td>- Azure or other cloud computing experience.</td>
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<td>- Proven experience of supervising and developing a helpdesk team.</td>
<td>- Training experience for End Users and 1st/2nd Line staff</td>
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<td>- Proven 3rd and/or 2nd line helpdesk support</td>
<td>- Working knowledge of SQL.</td>
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<td>- Proven knowledge of core networking, Hyper-V, Windows server, Active Directory, Group Policy, RDS, Storage Area Network and NAS technologies.</td>
<td>- Experience with mobile device management solutions.</td>
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<td>- IT literate with end user and support knowledge of Office 365 suite and applications.</td>
<td>- Financial/Banking background or equivalent</td>
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<td>- Proven experience working within a Windows 10 environment</td>
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<td>- Proven experience of working in a small team environment</td>
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<td>- Experience with backup and business continuity products</td>
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## Attainments

- Educated to GCSE level (or equivalent) to include qualifications of A-C grades in Maths and English
- Willingness to learn other computer applications
- Customer service skills
- Microsoft, Cisco or equivalent certifications

## Special Aptitudes

- Proven ability to work with minimal supervision
- High degree of work accuracy
- Professional and polite telephone conduct
- High degree of organisation and time management skills
- Ability to prioritise tasks and understand in-house response timeframes for closing off issues efficiently
- Ability to multi-task
- Ability to develop IT projects from planning to completion
- Professional communication skills within the team and with all levels of personnel.

## Disposition

- Flexibility to work beyond normal office hours of the role to provide support as and when required
- Motivated to learn other computer applications
- Motivated to progress personal development skills
- Excellent team player

## Thinking Style

- Comfortable with a variety of repetitive tasks
- Problem Solving
- Methodical
- Demonstrates strong support to IT Manager and team

## Circumstances

- It is desirable that the job holder has quick and easy access to the main office in Tonbridge

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