

IT Technician - CRF

Role Profile / Job Description

Role Title :

IT Technician (6 Month Fixed Term)

Responsible To :

Programme Manager – **Community Resource Fund (CRF)**

Hours :

24 hrs per week (6 Month Fixed Term) Start date TBC

***Please note, due to this initially being a temporary position currently freelance and job share applications will also be considered.*

Salary :

£24,491 pro rata per annum

Primary Purpose :

The Creative Industries Project will enable local and regional partners to work together to establish a CITP for Merthyr Tydfil residents. Arts venues will work with universities, colleges, schools and creative people to pilot a new way of working across boundaries. The aim of the project is to develop new initiatives by supporting them with training and learning opportunities as well as space to facilitate this process.

Our IT Technician will be responsible for providing their internal **Wellbeing@Merthyr** customers and our Partnering organisation's with exceptional support in all areas of IT services, ensuring that all our computer systems and technological equipment associated with the CRF project are of top performance so as to ensure efficiency in all areas of the projects delivery. The IT Technician will be responsible for providing exemplar expertise in all areas of IT that enable the successful delivery of a programme of cultural events and activities which, also offer the opportunity to develop lasting relationships with our Partnering Organisations. The successful candidate will have experience in troubleshooting systems, database programming and software installation. They will also have proficient abilities in working alongside internal customer and external partners on all levels to identify technical needs, implementing IT solutions to resolve issues as they arise. The IT Technician will also have demonstrable ability to offer sound recommendation's on suitable software and hardware which meets the needs of the IT user. This will be achieved through their up-to-date knowledge of available technological advances in order to enhancements the quality of the programme of activity.

Specialist Accountabilities:

(broad parameters)

1. To assist Theatre Technicians on all IT related matters;
2. To detects and resolve technical issues as they arise;
3. To respond to all technical queries / requests in order to offer IT solutions as soon as any technical issues arise;
4. To maintain company networks, ensuring the smooth performance of computer systems;
5. Working alongside our IT service providers within the Local Authority in order to ensure a consistent delivery of all IT services;
6. To set up and configure new equipment for **Wellbeing@Merthyr** and our Partnering Organisations through the CRF project;
7. To train computer, IT and technical equipment users on new systems by performing technical demonstrations on operating procedures;
8. To liaise with customers, internal colleagues and Partnering Organisations seeking technical assistance to offer solutions over the telephone, via email and face to face;
9. To perform routine maintenance of computer / network systems;
10. To carryout diagnostic testing in conjunction with out IT service providers within the Local Authority to identify and resolve faults in technological systems;

11. To maintain accurate records of customer, internal colleagues and Partnering Organisations problems and the solutions recommended / implemented in order that future problems may be managed more efficiently where similar problems arise in the future throughout the project;
12. Ability to follow equipment instructions when installing or conducting system repairs, ensuring all measures taken comply with the SLA with our current IT service provider;
13. Carry out routine testing / evaluation of new applications and technologies prior to release;
14. To collaborate with the Programmes Manager, our Partnering Organisations and SLA tech specialists to develop and implement an IT support strategy for the project;
15. To monitor equipment and application use to ensure optimal performance;
16. Support in the design and maintenance of web content for **Wellbeing@Merthyr**, the CRF project and Partnering Organisations; and,
17. Liaise with **Wellbeing@Merthyr** IT service provider to ensure the safe purchase and installation of IT equipment, printers, terminals etc. ensuring that **Wellbeing@Merthyr** continue to comply with our SLA;

Generic Accountabilities: (broad parameters)

1. To direct internal customers and Partnering Organisation's to the appropriate CRF team member to ensure the effective resolution of any issues in order that they may be responded to in as timely manner as possible;
2. Perform follow-ups on their customers i.e. internal colleagues and Partnering Organisation's to obtain useful feedback which will assist in making suitable adjustments and improvements to the service throughout the project;
3. To respond positively to staff, visiting companies and Partnering Organisation's;
4. To support the project throughout by promoting the project, its outputs and our services;
5. To work collaboratively with the Programme Manager, Partnership Organisations and whole CRF project team in order to ensure a consistent service is provided to all visiting companies and Partnering Organisations;
6. Occasionally undertake duties and responsibilities with regard to the Trust's Equal Opportunities and Health and Safety policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of the Trust's premises;
7. To ensure that work undertaken is safe at all times, and that **Wellbeing@Merthyr's** safe working procedures, risk assessments and health and safety policies are followed at all times by employees and visiting companies;
8. Take accountability in all areas of their work;
9. To be an active and supportive team member, contributing in a constructive manner and treating all customers and staff with fairness and courtesy; and,
10. Carry out any other reasonable duties as required by the Programmes Manager or the Senior Management Team.

Success Measures:

- Levels of Customer Service;
- Positive feedback from Partner Organisation and Collaborators;
- Increase of organisations wishing to take part in the CRF project;
- Positive feedback from Team Members;
- Staff / Customer Satisfaction and Feedback; and,
- Internal Feedback Mechanisms.

This role profile sets out the main duties and parameters of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. There will therefore be other duties and requirements associated with your role and in addition as a term of your

employment you may be required to undertake various other duties as may reasonably be required. Such variations are a common occurrence and cannot by themselves justify a reconsideration of the post.



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What we are looking for (Person Specification)

When preparing your written application, you will need to provide evidence against the criteria below, either in a work or personal situation. You may wish to use the STAR model. Briefly explain the situation, the Tasks and Actions you were required to take and the Results for you, the customer and the organisation.

A. Knowledge and Experience

No	Quality	Criteria	Measured
1.	A minimum of 2 years professional experience within a similar role	Essential	Application
2.	Experience in troubleshooting systems	Essential	Application
3.	Experience of working with a variety of different customers, through various methods in order to provide solutions to technical problems	Essential	Application / Assessment
4.	Experience in performing diagnostic tests and troubleshooting to identify IT users issues	Essential	Application
5.	Experience in implementing technical procedures effective in quickly addressing customers problems to minimise disruptions to productivity and the smooth running of the project	Essential	Application / Assessment
6.	Experience in acting as a conduit between IT service providers and IT service users	Essential	Application
7.	Experience in preparing and presenting reports to update the Programmes Manager and Management Team on IT support operations throughout the project	Essential	Application
8.	Experience in operating and working with equipment such as smartboards, external storage devices, computer diagnostic tools, printers, technical equipment etc.	Essential	Application / Assessment
9.	Experience in designing and maintaining applications / web page content for internal customers and Partnering Organisations	Essential	Application / Assessment

B. Skills and Abilities

No	Quality	Criteria	Measured
1.	Skilled in database programming and software installation	Essential	Application
2.	Ability to provide accurate information on IT products and services	Essential	Application / Assessment
3.	Ability to routinely assess hardware/software configurations to determine the need for change throughout the course of the project	Essential	Application / Assessment
4.	Ability to identify, build and manage relationships with customers and team members with the ability to educate IT users on procedures for resolving or preventing recurrence of technical problems	Essential	Assessment
5.	Ability to explain and provide IT solutions to IT service users in a non-technical and comprehensible terms	Essential	Assessment
6.	Ability to offer recommendations to internal customers and Partnering organisation's looking to purchase new equipment or replacing existing ones	Essential	Assessment
7.	Ability to respond to inquiries about hardware and software issues	Essential	Assessment
8.	Ability to perform scheduled maintenance on computer systems to ensure efficient operations	Essential	Application / Assessment
9.	Ability to repair or replace faulty components of a computer / network system	Essential	Application / Assessment

10.	Ability to “ <i>think outside the box</i> ” and finding solutions to problems with the ability to take a logical approach to tasks, thinking on their feet and making prompt decisions	Essential	Application
11.	Excellent planning and organisation skills to ensure deadlines are met, with the ability to prioritise workload without close supervision	Essential	Application and Assessment
12.	Personal integrity and commitment to upholding high professional standards. Is trusting, honest and open with the ability to take ownership of problems; Self motivated	Essential	Application
13.	Good interpersonal & team-working skills and the ability to work with other departments to ensure the project runs smoothly and to time.	Essential	Assessment
14.	Effective time management skills	Essential	Assessment
15.	Ability to identify and offer organisational improvements	Desirable	Application

C. Values

No	Quality	Criteria	Measured
1.	Works positively and inclusively with colleagues, partners and customers in order to ensure that Wellbeing@Merthyr does not discriminate against people on the grounds of age, sexuality, religion or belief, race, gender or disability.	Essential	Application
2.	A team player, committed to working across teams showing integrity	Essential	Assessment
3.	Committed to providing the very best service	Essential	Application Assessment
4.	Has a positive ‘can do’ attitude, friendly and flexible approach to all customers and Partnering Organisations with the ability to work under pressure	Essential	Application
5.	Good Communication Skills	Essential	Application
6.	Cares about the role and the tasks undertaken with a willness to uphold and actively promote all Wellbeing@Merthyr service standard and polices	Essential	Application
7.	Demonstrates trust, openness and respect in dealing with people	Essential	Assessment
9.	Takes pride in their work	Essential	Assessment
10	Takes responsibility for own actions	Essential	Assessment

D. Other Requirements

No	Quality	Criteria	Measured
1.	Commitment to personal professional development, seeking training and development opportunities and willing to attend training programmes, workshops and seminars when requested to do so in order to stay abreast with developments within the IT industry	Essential	Application
2.	Commitment to high quality service delivery	Essential	Application

E. Qualifications

No	Quality	Criteria	Measured
1.	Appropriate qualification in computer science or technical engineering i.e. degree in computer science, networking or programming etc.	Essential	Application

F. Welsh Language

No	Quality	Criteria	Measured
1.	The ability to speak Welsh	Desirable	Application
2.	The ability to listen and understand conversations in Welsh	Desirable	Application
3.	The ability to write in Welsh	Desirable	Application
4.	The ability to read Welsh	Desirable	Application