

Job Description

Job Title:	IT technical support
Department:	Customer Experience
Reports to:	Customer Experience Manager
Liases with:	Customer experience team Customers and assessors Communications team Staff for IT technical support

Main function of work

- As part of the Customer experience team provide:
 - Technology User Support by running a help desk providing technical support to clients and assessors whilst ensuring great customer service is key.
 - Technology support to internal staff to ensure they can operate effectively and efficiently both on and off the premises.
 - Provide technical support to key business systems and provide insight into new technologies to ensure ESB is using digital technologies effectively

Main areas of responsibility

1. IT technical support

- Provide technical oversight and day to day management of **key internal business systems**
 - Server, network, firewall and staff ICT - Microsoft Server OS 2012 R2 and above AD/DHCP/DNS RDP Web Services, WatchGuard Firewall, IIS Server, IP Phone systems (NEC), VEEAM backup, VLANS, SNAT
 - Install and configure new IT equipment
 - Resolve incidents and upgrade different types of software and hardware.
 - Resolve incidents with printers and scanners
 - Core business database and CRM tool - SQL Server, SQL Reporting (Beneficial)
 - Oversee the ESB website as a marketing and sales tool - provide digital analytics including search engine optimisation along with technical and architecture support. Provide support to the Communications team for their management of web content by experience with graphic design packages
- Raise any system improvements required with CE Manager for presentation at SMT

2. Technology user support

- Run the help desk for clients and assessors, ensuring cost effective support is provided by logging calls to enable root cause analysis and necessary improvements
- Escalating calls to identified subject matter experts where necessary
- Escalating systemic issues to the Manager CE to raise at SMT

3. Business system review and new system scoping

- Support the business to review current systems and liaise with providers to improve systems to meet the needs of ESB and its customers
- Support and carry out scoping activities to ensure that process improvement is part of our digital strategy

4. Core Business administration

Under the supervision of the Customer Experience Supervisor, deliver digital/IT activities for the core business administration to ensure effective customer service and cost effective administration processes

- Effectively use all business systems (database, CRM etc.)
- Carry out a range of activities in relation to examinations: Booking, Dispatch of papers and resources, marking and results, reasonable adjustment, special consideration, transcript & Certificate production in line with our customer service standards
- Carry general office administration – formatting, scanning, PDF versions of examination papers

Any other duties commensurate with role to support the organisation's business needs.

Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications and Experience	<ul style="list-style-type: none"> Relevant IT qualifications at Level 3/4 or 3-5 years' experience in a technical support role
Skills and Capabilities	<ul style="list-style-type: none"> Technical abilities to oversee, provide day to day management (identify user issues and provide solutions) of key internal business systems/IT infrastructure including server, network, firewall, staff ICT, database, CRM tool (see list above) Technical abilities to oversee, provide day to day management and develop a website as a marketing and sales tool and provide digital analytics including search engine optimisation Knowledge of graphic design packages (Photoshop, MS Publisher) Good communication skills, both written and oral Interest in digital solutions for the workplace and for better customer delivery Value teamwork and seek to support others to achieve Ability to work under pressure, to deadlines and to targets Ability to initiate, plan, organise and evaluate Drive, enthusiasm and resilience Professional and flexible approach Committed to equality and diversity

Terms and Conditions

Employment Status: Permanent, full-time (5 days a week) subject to 6 months' probationary period

Salary: Band 2

Method of payment: Monthly, in arrears

Appointment subject to:

- Satisfactory references
- Confirmation of current/most recent salary details
- Verification of qualifications

Place of work: ESB Office, 9 Hattersley Court, Burscough Road, Ormskirk, Lancashire, L39 2AY

Working hours: 9.00 a.m. to 5.00 p.m. (Monday to Friday) with one hour for lunch

Holiday entitlement: 20 working days plus 8 public holidays