Job Description

Job Title: **IT Support (1st and 2nd line)**

Employee: ITOPF

Date prepared: N/A

Reporting to: N/A

Immediate staff responsibilities: N/A

Location of work: ITOPF Head office

**Overall Purpose of Job**

Responsible for day-to-day support of end users. Assisting users face-to-face in the office and online regardless of the users location. Providing 1st and 2nd line support for queries surrounding hardware, email, file, software, phones, asset management and assisting with setting up IT equipment.

**Person Profile**

**Knowledge & Skills**

a) Strong verbal communication skills.

b) Knowledge/experience in the use of MS Office applications, particularly Word, Excel and PowerPoint.

c) Knowledge of cloud storage

d) Experience in data analysis and or coding (D)

e) Background knowledge of marine pollution and/or oil or shipping industries an advantage. (D)

**Experience & Qualifications**

a) Candidates have relevant experience in the installation, maintenance and repair of ICT equipment (laptops, desktops etc) in a small or medium-sized organisation

b) CompTIA A+ qualification or similar
c) Microsoft Windows 10 and O365 Experience  

d) Active Directory  

e) Experience in VMware and virtualisation

Personal Qualities  
a) Good communicator, organised, attention to detail and able to work quickly and accurately, even under pressure and be a team-player.  
b) Able to form good working relationships with colleagues of all levels  
c) Reliable and good time keeping  
d) Willing and eager to learn new skills  
e) Use initiative and work independently without excessive supervision, juggling priorities.

Principal Responsibilities  
a) Day-to-day technical support to service issues and requests in a timely manner, ranging from software troubleshooting to hardware installations.  
b) Providing technical support to colleagues on-site and/or remotely when they are travelling or working overseas.  
c) Ticket management of service desk including category and details of the incident.  
d) Installing and configuring computer hardware, software, systems, printers, in person or remotely.  
e) Repairing and replacing IT equipment as necessary.  
f) Managing stock of consumables, spares and other supplies. Ensuring all equipment is recorded in the asset database and accounted for.  
g) Monitor and maintain computer systems and networks, reporting to IT systems manager where required.  
h) Setting up new users and accounts.  
i) Research and testing of new technology.  
j) Checking all requests are dealt with adhering to company policy and procedures.
General Requirements

a) Any additional duties as required from time to time appropriate to the level of post to assist in the efficient running of the company and fulfilment of its strategic objectives.

b) Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.

c) Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.

d) Proactively consider your own professional development ensuring your skills and knowledge remain current and engage in ITOPF’s systems for development, such as annual reviews, formal and on-the-job learning opportunities.