



Department
for Work &
Pensions

KICKSTART SCHEME

DWP Bid Unique Identifier (DWP use only)

Job title IT Technician

Company name and HARP

Job summary (Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

The main purpose of the job:

Assisting the IT Manager with installation, configuration and ongoing support of multiple systems (i.e. computers, laptops, door access CCTV & Wi-Fi), hardware and software across the organisation. Other daily tasks will include troubleshooting, hardware maintenance, network backup operations and setting up of new user and email accounts.

The selected candidate will also need to monitor multiple concurrent incoming tickets on the IT Helpdesk, responding and resolving rapidly, and completing necessary admin recoding job details to ensure efficient management of resources.

Main Responsibilities Include:

The ability to investigate and resolve IT related issues within the organisation on a day to day basis.

Troubleshooting to diagnose and resolve issues (i.e. repair or replace parts to get to the root of the issue).

Assisting The IT manager to maintain HARP's IT hardware (PCs, server, printers, routers etc.).

Assisting The IT Manager in installing, configuring and maintaining software used across the organization.

Monitoring antivirus admin software on the server to ensure that the network is private and secure.

Assisting with training and guidance to staff for new software or computer hardware.

Keeping the IT Helpdesk up to date and as detailed as possible to enable the IT Manager to run analysis reports and manage resources effectively.

Maintaining records of parts used and new equipment installed.

Visiting all our sites on a quarterly basis to check hardware and software functionality.



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Essential skills, experience and qualifications (please do not use bullet points)

Five GCSEs grade A*-C or equivalent. **Essential**

Level 2/3 qualification in ICT systems. **Desirable**

Experience working on a fast paced IT Helpdesk/support service, delivering excellent service levels to stakeholders and responding to issues in a timely fashion. **Desirable**

Experience of installing and maintaining complex IT systems, including Exchange Server and Active Directory. **Desirable**

Experience of problem solving / troubleshooting to get software / hardware working in a personal or professional capacity. **Essential**

Experience within a customer service role to demonstrate good communication skills. **Desirable**

Able to communicate complex IT issues or recommendations to colleagues in plain English, avoiding the use of technical language. **Essential**

Be flexible and able to go above and beyond to achieve results, including the ability to work weekends. **Essential**

A passion for IT, resulting in excellent knowledge of forthcoming trends and developments in the industry. **Essential**

Able to take on board instructions and have the self-motivation and the confidence to effectively carry out the tasks in a timely manner. **Essential**

Holds a valid UK driving licence **Essential**

Job category (DWP use only)

Number of hours per week 25

Working pattern and contracted hours (including any shift patterns) TBC