

JOB DESCRIPTION



IT Student Placement x2

Reports to:	IT Operations Manager or IT Development Manager
Department/Location:	IT / Broad Street West, Sheffield
Salary:	£17,480 per annum
Closing date:	Wednesday 15 May 2019
Interview date:	Wednesday 22 May 2019 & Thursday 23 May 2019

Job Purpose

The post holder will provide various IT support and development services in a Microsoft working environment across the IT department which provides support to internal and external customers.

OR

The post holder will provide various IT support and development services in a Microsoft working environment across the IT department which provides support to internal and external customers.

The post holder will be working alongside IT professionals with the aim of delivering the agreed IT Strategy by implementing latest IT systems and services.

Dimensions

- The post will actively contribute to the day to day delivery of an effective, maintenance, support, development and installation service which meet the needs of the organisation, the IT Strategy and service level agreements.
- OR
- The post will actively contribute to the day to day delivery of an effective, maintenance, support, development and installation service which meet the needs of the organisation, the IT Strategy and service level agreements.
 - Part of the IT Department, comprising 22 members of staff.
 - Provision of services to 500 desktops, servers and 450 user accounts

General Responsibilities

- SYPTE's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYPTE is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- SYPTE and its Managers are fully committed to the learning and development of employees.

Responsibilities/Key Accountabilities

1. Contribute to the design, development, installation, configuration and maintenance of the IT provision to ensure effective operation to meet the requirements of the IT Strategy
2. Assist with operational problems (e.g. maintain website(s) presence / recover corrupt databases) and ensure that all incidents are investigated and resolved calling on the expertise of other teams and external suppliers as necessary
3. Carry out, monitor and maintain the deployment of IT hardware and software upgrades in the IT customer environment, including the installation and configuration of bespoke and 3rd party applications, to service level agreements and compliance with IT Legislation e.g. Public Sector Network.
4. Administer system user accounts, security permissions, access rights and using appropriate methods to ensure system and data security and compliance with IT Legislation.
5. Administer the maintenance, monitoring and development of records of the IT infrastructure, technical documents and configuration details, using appropriate methods to ensure accurate up to date information and compliance with IT Legislation.
6. Assist in the provision of advice and guidance to users in order to assist in the use of technology.
7. Administer daily backup & recovery tasks to ensure that data retention policies are adhered to.
8. Prioritise and co-ordinate an effective, timely IT technical support service to internal and external customers. Actively manage and classifying support requests received using ITIL best practices, including assessing the business priority, analyse, diagnose and take ownership of assigned calls using internal IT staff and where necessary using 3rd party contacts to ensure resolution.

9. Design, develop and maintain documentation for user self-help guides to support employees in the use of supported software applications and self-service tools.
10. Assist in the monitoring and analysis both the installation and usage of software licenses to maintain legal compliance and financial efficiency gains.
11. Undertake assigned projects tasks to deliver services in accordance with objectives agreed by IT Management team.
12. Be an active member of the IT department to contribute to the provision of IT services in the delivery of SLA's
13. Any other duties commensurate with the post as directed by the IT Management Team

Planning and Organisation

- Deliver appropriate development, installation, configuration, maintenance and support services to meet the agreed business needs and the IT Strategy and service level agreements within constraints set by the IT Management Team.
- Determine and provide the appropriate response to Support Calls in line with service level agreements and the priorities of the IT Management team.
- Pro-actively manage own workloads as directed by IT Infrastructure Manager.
- Contribute to team working within the IT Department and liaise with others to continuously improve cross-functional efficiency.

Decision Making and Use of Judgement

- Analyse and solve problems arising from client, hardware, software or business requirements using internal or external resources and determine actions to mitigate their future impact.
- Use personal judgement and initiative to work with IT Team in making effective decisions
- Assist in the definition and operation of best practice security, operation, controls and development for the organisations IT using internal and external resources and agree procedures with the IT Management team.
- Actively participate in team and departmental decision making.

Essential Internal and External Relationships

- IT Department – assist to provide a consistent service to ensure business

applications function as specified. To ensure a smooth roll-out of new and improved applications and systems.

- Business managers and staff – assist in maintaining a consistent service to ensure the business applications function as specified. To improve the services in line with business requirements and to explain technical issues
- Providers of IT knowledge and services – to assist in maintaining and improving the IT Infrastructure and Systems in order to meet business requirements.
- To advise and seek guidance from appropriate external bodies in the furtherance of objectives.

Person Specification – essential (E) & desirable (D) (How identified – application form (A) & interview (I))

Knowledge	E/D	A/I
High level of numerate and literacy skills, to 'A' level standard or equivalent	E	A
Working towards an IT related degree	E	A
Knowledge of Microsoft desktop / server environment	D	A/I
Knowledge and understanding of best customer working practices	D	I
Understanding of the implications of legislation affecting IT use, including GDPR, Computer Misuse Act and appropriate health and safety legislation	D	I

Skills	E/D	A/I
Computer literacy skills – <i>Enhances operational delivery through best use of technologies</i>	E	A/I
Analytical and numeric skills – <i>Collects and manipulates data</i>	E	I
Administration skills – <i>Users core systems</i>	E	I
Communication and interpersonal skills, including the ability to explain technical issues to non-technical colleagues	E	I
Proven ability to adapt to new and emerging technologies such as Microsoft Server, virtualisation techniques, cloud computing, customer relationship management and application development	D	I
Ability to isolate, analyse and solve problems under demanding conditions and to determine actions to mitigate their future impact	D	I
Previous demonstrable web / application development experience	D	A

Mechanical skills sufficient to dismantle and reassemble computers and other hardware for installation, configuration and maintenance	D	I
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Behavioural Competencies	E/D	A/I
<u>Living our Values:</u>		
Customer & Stakeholder Driven – <i>Responds positively to customer/stakeholder requests</i>	E	A/I
Team Working – <i>Cooperates; a good team player</i>	E	A/I
Integrity & Respect – <i>Behaves consistently within own stated values and beliefs</i>	E	I
Achieving & Challenging – <i>Committed to doing a good job</i>	E	I
<u>Delivering with & through others</u>		
Flexible & Adaptable – <i>Accepts need for flexibility and adaptability</i>	E	I

Experience	E/D	A/I
Previous experience in a system support role dealing with internal and external customers	D	A/I
Relevant experience in a Microsoft Windows Environment	D	A/I
Previous experience in a Windows Server Environment	D	A/I
Previous experience of carrying out backup and disaster recovery	D	I
Previous experience of developing Microsoft centric solutions	D	I

Post Holder	Line Manager
Agreed by:	Agreed by:
Signature:	Signature:
Date:	Date: