



Creative Support Ltd, Head Office

Wellington House Tel: 0161 236 0829
131 Wellington Road www.creativesupport.co.uk
Stockport, SK1 3TS recruitment@creativesupport.co.uk

IT Support Technician

Reference: 80873

IT Department, Head Office, Stockport

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 31 October 2024

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

All candidates are subjected to enhanced DBS checks.



				Page Number:	1
All employees are subject to enhanced DBS checks					

JOB DESCRIPTION – IT SUPPORT TECHNICIAN

IT Department, Head Office, Stockport



Responsible to: IT Services Manager

Purpose of the Job:

To work within the existing IT team providing computer hardware and software support for all Creative Support's services based nationwide. To act as a first line of contact for incoming calls, dealing with IT queries and problems in a helpful and professional manner, providing the highest level of customer care.

At Creative Support, we value providing superior customer service and are committed to the successful operation of our information technology systems. We are seeking a qualified IT help desk technician to assist our customers with questions and problems concerning computer systems, hardware, and software. The technician will work with customers remotely and in person, guiding them through systems configuration and troubleshooting, while aiming to resolve issues with efficiency. Standout candidates will be excellent problem-solvers with outstanding communication and customer service skills.

Main Duties

1. To diagnose and resolve technical problems via the telephone, remote desktop or site visits for all computer hardware, software and peripherals using, where appropriate, a range of software tools and troubleshooting techniques.
2. To perform hardware repairs and upgrades.
3. To install, configure and upgrade software including operating systems and business applications (such as Microsoft Office) for existing and new computers (Microsoft Windows based).
4. To log all support jobs and document their outcomes.
5. To install, expand and maintain computer wired and wireless networks including their associated peripherals such as printers, broadband routers/modems, wireless access points etc.
6. To provide a professional and rapid response to all user support requests.
7. To assist in the acquisition of required computer hardware, software and peripherals, and maintaining in-house stock.
8. To support users in the use of company IT systems, providing assistance and training where required.
9. To carry out system checks and where necessary refer matters to the IT Manager.

Other

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To accept regular support and supervision from your Line Manager.
3. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
4. To comply with Creative Support's Equal Opportunities Policy.
5. To maintain confidentiality at all times, in accordance with the agreed policy.
6. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
8. Any other duties as required.

PERSON SPECIFICATION – IT SUPPORT TECHNICIAN
Head Office, Manchester



	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Degree or IT related professional qualification	Application & Interview	Desirable
2	Experience (paid or personal) in Microsoft Windows based software including hardware and problem troubleshooting and resolving.	Application & Interview	Essential
3	Car driver with full and clean driving licence (please note a car can be provided with this role so a car owner is not essential).	Application & Interview	Desirable
4	Helpdesk (telephone support) experience	Application & Exercise	Essential
5	A general knowledge and understanding of personal computer hardware architecture (CPU, Memory, Hard Disk etc.)	Application & Interview	Essential
6	A good understanding of Microsoft Windows (Windows 10 & above), Microsoft Office (2016 and above), O365 administration and proven experience in operating system installation and upgrading.	Application & Interview	Essential
7	Demonstrable skills in identifying and resolving many common computer faults, whether hardware, software or network related, using a systematic approach	Application & Exercise	Essential
8	An understanding of Windows based computer networking, with a fundamental knowledge of different architectures, and protocols with the ability to configure broadband and wireless connections	Application & Interview	Essential
9	A knowledge and understanding of the different types of computer malware	Application & Interview	Essential
10	A good awareness of computer security and an understanding of the implications surrounding it	Application & Interview	Essential
11	Tact and diplomacy in all interpersonal relationships with colleagues and the ability to provide a high level of customer care and satisfaction	Application & Interview	Essential
12	Network troubleshooting using layered approach	Application & Interview	Desirable
13	Experience of using Imaging software	Application & Interview	Desirable
14	Self-motivation and personal drive to complete tasks to required time scales and quality standards	Application & Interview	Essential
15	The ability to work in a professional and confidential manner with excellent personal and telephone manner	Interview	Essential
16	Willingness to work flexible hours and to travel to sites according to needs of the Service/department	Application & Interview	Essential

TERMS AND CONDITIONS – IT SUPPORT TECHNICIAN

IT Department, Head Office, Stockport



Salary:	Up to £28,213 per annum	
	Point One:	£24,725 per annum
	Point Two:	£25,706 per annum
	Point Three:	£26,566 per annum
	Point Four:	£27,403 per annum
	Point Five:	£28,213 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications</i>		

Hours of Work

Full time hours: 37.5 per week. Hours are to be worked flexibly, which may on occasion include participation in an out of hours on call rota which will include weekend (Sat/Sun 8am-4pm) shifts on a rota basis.

Disclosure Checks

All appointments will be subject to DBS enhanced disclosure checks.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays

25 days plus 8 statutory days pro rata.

Sickness Policy

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.

- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP
- Six months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee's can also contact our centralised Employee Relations Advisor to receive confidential aid and advice on any matters of concern.

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

Achieve Q Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.