



## **IT Technical Support Officer**

### **Reporting to IT Technical Officer**

#### **Purpose of Role**

The IT Technical Support Officer role has responsibility for the design, deployment, configuration, and maintenance of desktop and end-user computing environments within City Building. The role involves ensuring that desktop systems, software, and peripherals meet the needs of end-users while adhering to security and performance standards.

#### **Key Contribution Areas**

##### **Desktop Deployment and Configuration**

- Deploy and configure desktop operating systems and software applications using automated deployment tools and methodologies.
- Customise desktop configurations based on end-user requirements and organisational standards.
- Ensure compatibility and integration with existing infrastructure components such as directory services, email systems, and security tools.

##### **End-User Support and Troubleshooting**

- Provide technical support and troubleshooting assistance to end-users experiencing issues with desktop hardware, software, and peripherals.
- Resolve incidents and service requests related to desktop systems promptly, following established procedures and service level agreements (SLAs).
- Conduct root cause analysis to identify underlying issues and implement preventive measures to minimise recurrence.

##### **Patch Management and Software Updates**

- Manage desktop patching and software update processes to ensure systems are up-to-date with the latest security patches and feature updates.
- Implement automated patching solutions and schedules to minimise disruption to end-users while maintaining security and compliance.
- Monitor patch compliance and remediate any issues to mitigate security risks and vulnerabilities.

##### **Desktop Security and Compliance**

- Implement security measures to protect desktop systems from malware, unauthorised access, and data breaches.
- Configure endpoint security solutions such as antivirus software, firewalls, and intrusion detection/prevention systems.
- Ensure compliance with security policies, regulations, and industry standards related to desktop computing environments.

##### **Hardware and Peripheral Management**

- Procure, configure, and maintain desktop hardware, including desktop computers, laptops, monitors, and peripherals (e.g., printers, scanners).
- Conduct hardware inventory management and asset tracking to ensure accurate record-keeping and optimal resource utilisation.
- Co-ordinate with vendors and service providers for warranty support, repairs, and equipment replacements as needed.

## **Collaboration, Documentation & Knowledge Sharing**

- Collaborate with other IT and wider business teams to support the deployment of desktop applications and services.
- Document desktop configurations, procedures, and best practices to facilitate knowledge sharing and training for support staff and end-users.
- Maintain documentation of hardware and software inventory, licensing agreements, and warranty information.
- Provide training and guidance to end-users on using desktop systems and applications.

## **Functional/Technical Knowledge and Skills Required**

### **Core skills required:**

- Proven experience in desktop engineering, deployment, and support in enterprise environments.
- Ability to customise desktop configurations, group policies, and user profiles to align with organisational requirements and standards.
- Proficiency in configuring, deploying, integrating, and troubleshooting desktop operating systems (e.g. Windows 10/11) and common productivity applications (e.g., Microsoft Office 365 – Outlook, Word, Excel, PowerPoint, Teams).
- Experience of desktop imaging solutions to streamline the deployment process and ensure consistency across multiple devices.
- Knowledge of desktop tools (such as Microsoft InTune/SCCM or similar) for automated deployment, management, and security.
- Familiarity with desktop virtualisation technologies (such as Windows Virtual Desktop/Remote Desktop Services, VMware Horizon, Citrix Virtual Apps and Desktops, or similar).
- Knowledge of desktop security best practices and experience implementing desktop security controls and monitoring solutions.

### **Desired additional skills:**

- Certifications such as CompTIA A+, Microsoft Modern Desktop Administrator Associate/ Microsoft Security, Compliance, and Identity Fundamentals, or similar.

## **Personal Capabilities Required, e.g. skills, attitude, strengths**

### **Mindset**

- Proactive, "can do" attitude.
- Excellent analytical and problem-solving skills with the ability to troubleshoot and resolve complex technical issues.
- Ability to multitask and provide focused attention on high-priority issues to ensure all important activities are addressed when dealing with a wide variety of activities that compete for their (and their team's) time and attention.

### **Relationship Building & Collaboration**

- Excellent relationship and stakeholder management skills for both internal and external contacts.
- Ability to work effectively in a team environment.
- A customer-centric approach to providing technical support.

### **Communication**

- Effective verbal and written communication skills to keep stakeholders informed, influence decisions and develop healthy relationships with IT leadership, peers, and partners.

### **Managing Change**

- Experienced in using change control protocols.
- Understanding of project management and agile/product development practices.

### **Conditions**

Your contracted hours of work will be 36 per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health Safety and welfare legislation.