



Job Outline

Directorate of Corporate Resources

Job Title	ICT Officer Level 1	Post Number	13713
Responsible to	ICT Team Leader (Desktop Services)	ERYC Grade	05
Overall Purpose: To be responsible, as part of the IT Customer Support Team, for the provision of quality, cost effective technical support to ERYC maintained sites, partners and schools.			

Principal Accountabilities	
1	First line technical support to cover a wide range of IT technical disciplines, included but not limited to, Voice Communications, Data Networks, Server Infrastructure, Audio Visual Systems, Operating Systems, Desktop Hardware and Software, Mobile Devices and Education Applications.
2	Imaging of ICT Desktop equipment and software deployment.
3	Software & hardware installation
4	System access control (AD accounts) and management across multiple sites.
5	System security auditing and support, ensuring systems are compliant with data protection guidelines.
6	Implementation and commissioning of new technical solutions, with guidance from other team members.
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*	In your role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 77-84 of the Immigration Act 2016
	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: ICT Officer Level 1

ERYC Grade: 05

Essential Criteria

1. Experience of working in an ICT Customer Support environment.
2. Experience in supporting ICT Systems and Services.
3. 4 or more GCSE's or equivalent qualification.
4. Specialist knowledge of at least **THREE** of the following areas and understanding of an additional **TWO**:
 - a. Microsoft Windows Desktop
 - b. Application support & troubleshooting
 - c. Hardware Diagnostics
 - d. Mobile Device Management
 - e. Microsoft Active Directory
 - f. Installation and configuration of Desktop hardware and associated software.
 - g. Anti-Virus / Anti Malware products
 - h. Microsoft Windows Server
5. Ability to work under pressure.
6. Ability to work on own initiative.
7. Is Motivated.
8. Is a team-player.
9. Excellent communication and listening skills.
10. Ability to troubleshoot technical faults using own knowledge and diagnostic tools.
11. Manages workload efficiently to ensure deadlines are met.
12. Full UK Driving Licence.
13. Manual handling of ICT equipment (including lifting/heavy lifting) and ability to utilise safety equipment provided

Desirable Criteria



EAST RIDING
OF YORKSHIRE COUNCIL

