



Post: ICT Support Technician (full-time, 2 year fixed term appointment)
Department: ICT
Division: Science

Job Description

Key/Specific Responsibilities
<ul style="list-style-type: none"> Assist with operation of Service Desk to provide 1st line support; analyse, diagnose and resolve incidents, including escalating issues to 3rd parties Provide remote support for our three Regional Gardens Maintain Microsoft Active Directory user accounts Build, deploy, maintain and repair end-user computer equipment Provide support for local/network printers Event audio visual set up and support Maintain ICT Asset Register Contribute to Cyber Essentials and GDPR programmes, including deploying endpoint security, device encryption and mobile device management

Person Specification

Skills/Aptitude	Essential	Desirable
Excellent communication skills, both verbal and written	*	
Excellent customer service skills ideally gained within an IT service desk environment	*	
Able to work autonomously and manage/ prioritise your own workload	*	
Good attention to detail	*	
Ability to diagnose hardware and software problems, and to quickly resolve these or refer to other ICT staff/third party suppliers as appropriate	*	
Ability to deal with staff at all levels	*	

Knowledge	Essential	Desirable
Experience supporting Microsoft Windows desktops	*	
Working knowledge of Microsoft Office	*	
Active Directory account administration		*
Knowledge of VMWare, vSphere, Horizon		*
Knowledge of audio visual systems		*



Professional Qualifications	Essential	Desirable
SVQ Level 3, HNC or equivalent experience	*	
Professional accreditation in Microsoft or VMWare products		*

Our Values:

We are **Inclusive**: We recognise, reward and celebrate each other's unique contribution and treat everyone with dignity and respect

We value **Pride**: We have a strong sense of belonging and demonstrate this through what we say and what we do

We have **Purpose**: We are clear on the long and short term priorities of RBGE and align our contribution, responses and actions to these

We are **Communicative**: We are open, respectful, consultative, creating an environment of transparency and trust

We are **Collaborative**: We respect expertise and actively seek opportunities to improve how we work together

We are **Customer-focused**: We understand the needs of our customers and colleagues, and meet and exceed their expectations

We celebrate and value **Curiosity**: We are inquisitive and engaged with the world around us, constantly exploring, expanding our expertise and sharing our knowledge