

Job Description

Name:	
Job Title:	IT Technician
Department:	David Allen IT Solutions (DAIT) – Front Line Services Team
Line Manager:	Service Desk Manager
Line Management Responsibilities:	None

Aims and purpose of the job

To provide excellent support to the clients of DAIT to ensure their business IT systems empower their staff to work efficiently with minimal downtime or disruption.

To deliver a customer service excellence and ensuring all work delivered is accurate and efficient at all times.

Generic role duties to include:

1.	To deliver technical work internally and externally using our tooling remotely or onsite in line with the requirements of the scope of work which you are delivering.
2.	To accurately record your work in the company PSA system in real time, with appropriate working notes and full accounting of your day, each day, using service tickets, activities and charge codes. Time is submitted weekly.
3.	To accurately record technical and process documentation in our documentation platform internally and for our clients.
4.	To take full ownership, manage, progress, update and prioritise all work assigned to you in the company PSA system across activities, tickets and projects including scheduling your work internally and with clients as required.
5.	To deal with all internal and external communications in a timely manner and ensure they are of a high professional standard.
6.	To accurately follow the standard operating procedures outlined in the Staff Reference Book, Health and Safety documentation and our documentation portal.
7.	To identify and recommend process and procedure improvements within your team.
8.	To engage in continual learning and development to enhance your professional technical knowledge and relevant skills.
9.	To undertake any other duties commensurate with the grade as appropriate.

Role specific duties to include:

10.	To take ownership of incoming customer support requests via telephone calls, email and automation alerts and action the requests to resolution.
11.	To provide cover for the incoming telephone calls to meet the call answering SLOs set out by the Service Desk Manager.
12.	To contribute to the team delivering a response time of less than 4 hours for P1 mission critical support tickets and 8 hours for P3 non-critical in line with our contractual SLAs.
13.	To contribute to the team delivering a response time and resolution time in line with the SLOs set out by the Service Desk Manager.
14.	To identify and escalate customer support requests to the escalation team where required to meet our contractual SLAs and SLOs.
15.	To take ownership of deployment and project tasks allocated to you by the Service Desk Manager or Project Manager and action the tasks to resolution.
16.	To scope out and deliver day to day quotes for basic end user hardware and software, with accurate purchasing information, procurement, delivery and deployment.

Central duties:

17.	To represent the business when required to ensure positive links, relations and networks.
18.	To show a commitment to diversity, equal opportunities and anti-discriminatory practices.
19.	To undertake personal development necessary to ensure effective performance in the role.
20.	To participate in relevant and appropriate training and development as required.
21.	To demonstrate the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working

The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations

Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.