

JOB DESCRIPTION

Job Title	ICT Technician
Reports To	ICT Manager
Function	ICT
Version/Date	1.0 February 2021

Job Purpose

Reporting to the ICT Manager, the ICT Technician will assist in installing and maintaining on site computer systems/network infrastructure to ensure the highest efficiency.

The post holder will be able to appropriately manage Pearson user incidents, problems, changes and upgrades relevant to company systems to ensuring optimal performance.

The role will also require project involvement relating to system upgrades and various ongoing business security initiatives/requirements.

To act independently and as part of the team as an ICT Technician.

To establish good working relationships across the Business including, Projects and Engineering.

Key Responsibilities

1. To provide support for user systems (on premise and remotely) and ensuring SLAs are met.
2. To organise and schedule upgrades and maintenance during working hours.
3. To assess and implement new systems and solutions to provide enhanced levels of functionality and availability to the business.
4. To represent the department in various projects and tasks.
5. To ensure all allocated systems are appropriately configured, compliant and licensed.
6. Update company core policies to comply with evolving security requirements.
7. To certify all systems are installed and configured in line with best practises, fully patched and meet PEL's security requirements.
8. To assess and implement new systems and solutions to provide enhanced levels of security to the business.
9. To maintain appropriate relationships with third party suppliers and support partners as required.
10. To be able to provide out of core hours support when required.
11. Perform miscellaneous duties as directed by the ICT Manager in support of performance objectives of the department.
12. Updating/development of company intranet and business systems.
13. Other related duties as assigned.

Skills/Experience

- Hold a degree in Computer science or equivalent and obtained a minimum of a 2:1.
- Clear and concise written and spoken communication skills.
- Ability to manage a high volume of workload and multi-task individually and as part of a team.
- Ability to produce accurate work and have great attention to detail.
- General MS OS and 3rd party knowledge and problem-solving abilities.
- General networking and server-based IT skills.
- Experience working to a high level of accuracy.
- Experience working on own using own initiative and experience working as part of a team.
- Knowledge of MS SQL server an advantage.

Personal attributes and other requirements

- Flexibility and ability to sometimes work unsocial hours to perform out of hours maintenance.
- Able to connect remotely from home when required.
- As a defence contractor, we have a number of security obligations placed upon the Company, which means that all our staff, must be able to successfully achieve the relevant security clearances.

Working Conditions

Primarily office based (in Newcastle upon Tyne)