


axiom

Job Role Definition for  
IT Support Technician

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<b>Name:</b>			
<b>Job Title:</b>	IT Support Technician		
<b>Department/Section:</b>  ITG	<b>Reports to:</b>	Snr IT Engineer	
	<b>Date approved:</b>	Nov 2024	

<p><b>Main Purpose of Role</b></p> <p>Assist the Snr IT Engineer in providing a reliable IT support service and ensuring the integrity of the IT systems within Axiom</p>
<p><b>Outcomes of Role</b></p> <ul style="list-style-type: none"> <li>• Level 1 support requests responded to in a timely manner.</li> <li>• Limit user downtime and assist in the efficient operation of IT systems</li> <li>• Improve IT efficiency and growth with Axiom’s changing needs.</li> <li>• Satisfied internal and external customers.</li> </ul>
<p><b>Reporting Structure</b></p> <p>Reporting to:</p>  <pre> graph LR     A[IT Manager] --&gt; B[Snr IT Engineer]     B --&gt; C[IT Support Technician]             </pre>

## Job Scope

<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Answer IT Support Telephone &amp; Log Support Requests in Axiom’s IT Support Helpdesk System</li> <li>• Monitor IT Help Mailbox &amp; Log Support Requests in Axiom’s IT Support Helpdesk System</li> <li>• Monitor Email Gateway Systems and provide Quarantine Release assistance to users</li> <li>• Build and Install new PC’s, Install peripherals</li> <li>• Provide Level 1 Support to Axiom’s Users, progress Level 2 &amp; Level 3 Support Requests</li> <li>• Active Directory User and Syspro User Administration</li> <li>• Process Network Security changes through Active Directory Administration</li> <li>• Engage in the development of IT processes to make continuous improvements</li> <li>• Management, administration and backup of Axiom’s Offline Computer Systems</li> <li>• Monitor and Investigate issues with Axiom’s Patching processes</li> <li>• Monitor and investigate issues with Antivirus/Antimalware Systems and investigate incidents</li> <li>• Provide basic user assistance and identify needs for further training to supervisors/managers</li> <li>• Ensure that all company operating values and compliance procedures are always adhered to, including quality management, health and safety, legal stipulation, environmental policies and general duty of care</li> <li>• Assist the IT Engineers and IT Manager as and when required.</li> <li>• Any other duties deemed necessary</li> </ul>
<p><b>Authority Levels</b></p> <ul style="list-style-type: none"> <li>• To be agreed with your Line Manager</li> </ul>

## Person Specification

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<b>Skills</b> (include professional or educational qualifications required)	
<ul style="list-style-type: none"> <li>• CompTIA A+ Certification or BSc in a Computer related subject</li> <li>• Maths, English, and IT GCSEs</li> </ul>	<ul style="list-style-type: none"> <li>• MCP – Microsoft Certified Professional (Desktop)</li> <li>• Programming experience</li> </ul>

Knowledge	
<ul style="list-style-type: none"> <li>• MS Windows 10 and above</li> <li>• MS Office 2016 and above packages</li> <li>• Client/Server Networking</li> </ul>	<ul style="list-style-type: none"> <li>• MS Exchange 2019</li> <li>• MS Office 365</li> <li>• Programming e.g., PowerShell, VB Script</li> </ul>

## Competencies

Leading and Deciding
<ul style="list-style-type: none"> <li>• Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>• Takes initiative, acts with confidence and works under own direction</li> </ul>
Supporting and Cooperating
<ul style="list-style-type: none"> <li>• Demonstrates an interest in &amp; understanding of others</li> <li>• Demonstrates integrity</li> </ul>
Interacting and Presenting
<ul style="list-style-type: none"> <li>• Establishes good relationships with customers and staff</li> <li>• Relates well to people at all levels</li> <li>• Responds quickly to the needs of an audience and to their reactions and feedback</li> <li>• Projects credibility</li> </ul>
Analysing and Interpreting
<ul style="list-style-type: none"> <li>• Avoids the unnecessary use of jargon or complicated language</li> <li>• Applies specialist and detailed technical expertise</li> <li>• Develops job knowledge and expertise through continual professional development</li> <li>• Shares expertise and knowledge with others</li> <li>• Uses technology to achieve work objectives</li> <li>• Demonstrates an understanding of different organisational departments and functions</li> <li>• Probes for further information or greater understanding of a problem</li> <li>• Produces workable solutions to a range of problems</li> <li>• Demonstrates an understanding of how one issue may be part of a much larger system</li> </ul>
Creating and Conceptualising
<ul style="list-style-type: none"> <li>• Rapidly learns new tasks and quickly commits information to memory.</li> <li>• Produces new ideas, approaches or insights.</li> <li>• Produces a range of solutions to problems.</li> </ul>

- Seeks opportunities for organisational improvement.
- Works strategically to realise organisational goals
- Takes account of a wide range of issues across, and related to, the organisation

### Organising and Executing

- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Focuses on customer needs and satisfaction
- Works in a systematic, methodical and orderly way
- Follows procedures and policies

### Adapting and Coping

- Adapts to changing circumstances
- Keeps emotions under control during difficult situations

### Enterprising and Performing

- Accepts and tackles demanding goals with enthusiasm

HR Manager Name: \_\_\_\_\_

HR Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Job Holder Name: \_\_\_\_\_

Job Holder Signature: \_\_\_\_\_

Date: \_\_\_\_\_