

# 1st Line IT Support Technician

*CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.*

## Context

The technology team are an essential part of CAP's support services, trusted to enable CAP's critical, poverty-busting work for our UK head office, our national network of partner churches and our international operations. Our role is to develop strategic solutions that respond to the changing needs of CAP and seize the opportunities offered by the rapidly evolving technological landscape. Once systems are in use we provide ongoing development and generous support and training of CAP's head office staff and wider user community.

## Purpose

The 1st Line IT Support Technician's function is to deliver technical support and maintain CAP's general systems, computer estate, related peripherals and telephone systems. This is a customer facing role, with the primary focus being on delivering an excellent, generous and compassionate service in terms of support, training and administration.

## Passion

We are passionate about using our technical skills to provide the CAP family with generous IT support and excellent solutions that enable our staff to better serve our partner churches and clients.

## Personality

We are an adaptable team operating in a fast-changing environment, who love technology and helping people do their jobs. We are dedicated and hardworking, fuelled by cake, biscuits and cups of tea.

**This role reports to the Senior Service Desk Manager who in turn reports to the Head Of Technology. There are no people management responsibilities for this role.**

## Role:

### Accountabilities:

- To deliver 1st line tech support and maintain a generous, compassionate and excellent user experience throughout our IT services, offering phone, email and in person assistance.
- Provide training on CAP's IT systems to users when needed.

- Produce clear and concise documentation for user training, FAQ's and for ongoing support requirements.
- Initiate, research and carry out IT equipment purchases as required, signed off by the tech leadership.
- Perform routine checking and maintenance of delegated systems to ensure correct administration and performance.
- Project management of occasional IT Service Desk initiatives & projects.
- Willingness to work outside of core hours as maintenance tasks dictate.
- To respond to IT incidents and participate in relevant incident reviews to identify improvements

### **Measurable Outputs:**

- Achieve over 90% positive customer survey results on IT services / Support.
- Meeting agreed SLA for answering and responding to customer phone calls
- Meeting agreed service management SLAs
- Delivery of work to agreed timescale.

### **Culture:**

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

### **Other Responsibilities Include:**

- Being willing to pray with staff and be fully engaged with our Christ centred culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

## **Person:**

### **Education:**

- GCSE grades A\*-C (Maths & English), BTEC First Diploma, NVQ-2
- HND or equivalent vocational training

### **Experience:**

#### **Essential**

- Experience in a technology customer-facing role.
- Experience with various technology platforms as well as a broad knowledge of communication technologies.
- Proven ability to fault-find and problem solve.

### **Desirable**

- Experience of working in a Mac / Google networked computer environment.
- Experience of working as part of an IT support team or customer support team.
- Experience of working within SLA's.
- Experience of administering user access requirements to platforms

### **Skills/Abilities:**

- A keen interest in Technology and a desire to improve and innovate
- Ability to adapt, research and learn new systems, methodologies and information quickly
- Ability to clearly communicate technical information
- Ability to interact with people of all levels of IT knowledge
- Ability to remain calm and professional in challenging situations
- Ability to work accurately, efficiently and with a high attention to detail
- Ability to work using own initiative
- Ability to communicate and work well as part of a team within the wider Technology department
- Ability to be resilient
- Ability to prioritise time and tasks
- Able to always present a confident and friendly telephone manner
- Able to cope well with interruptions
- Strong and proactive problem solving skills
- Knowledge of popular operating systems (macOS, ChromeOS, Windows, iOS, Android)
- Strong knowledge on procuring relevant IT equipment and negotiating with suppliers
- Excellent emotional intelligence with a primary desire to serve the customer (both internal and external)
- Excellent verbal and written communication skills

### **Christian Commitment:**

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

**Last updated: September 2024**