# Job Profile

Job Title: IS Support Technician

Directorate: Information Service (IS)

Reports To: Service Desk Team Lead

Matrix Reporting To: None

Disclosure Check Level: None

Date created last reviewed: Nov 2024

## Overall Role Purpose

The Support Technician helps people with sight loss to live the life they choose by supporting Guide Dogs staff and volunteers to use IS equipment and systems to effectively perform their work.

## Key Responsibilities

* Provide 1st and 2nd line technical support to All IS users across the organisation including remotely based Home Workers.
* Record all IS related queries and issues reported to the Service Desk by telephone or in person in the call management system.
* Monitor and respond to automatically logged incidents within the call management system.
* Identify and escalate incidents outside of 1st/2nd line support capabilities to Technical Support Team. Identify incidents related to other IS departments and transfer to the relevant departments support team as required.
* Provide technical advice and solutions to incidents and problems to all Guide Dogs IS users from Director level down.
* Support onsite meetings with video conferencing
* Deal with technical queries requiring solutions within a structured service delivery framework. Consult with the Service Desk Team Lead and senior Support Technicians as required. Take a key role in ensuring IS customer satisfaction.
* Implement technical solutions and improvements to user capability and self-sufficiency in technology and applications across Guide Dogs sites and Home Workers including blind and partially sighted users.
* Plan and organise workload based on the priority needs of users, Guide Dogs remote sites and any other initiative as directed by the Lead Support Technician. Identify possible issue trends and potential risks with the remote site technology and user IS capability, providing recommendations to the Lead Support Technician and Service Delivery Manager.
* Identify and implement IS process and procedure improvements.
* Identify, evaluate, recommend and implement new products.
* Work with external suppliers e.g. Vodafone.
* Analyse, troubleshoot, build, configure and install PC based hardware, operating systems and apps.
* Guide Dogs is a learning organisation, and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* IT Related certification: ICT, MCP, CompTIA or relevant experience, ITIL Foundation qualification.

## Job-Related Experience

#### Essential

* Working in an IS Service Desk environment providing 1st/2nd line level support in a multi-site organisation including remote workers.
* Proven experience with: Microsoft Office 365 product suite, Microsoft Active Directory, PC hardware (Laptops, desktops, Printers etc.),
* Proven awareness and knowledge of networking principles and practices.
* IP Telephony (Skype, Teams)
* Exposure to call management system

**Desirable**

* Microsoft Endpoint Manager (Intune)
* Assistive Technology Tools: Jaws, Zoomtext, Supernova
* Microsoft Windows Server operating systems 2012/2016
* Apple Mac hardware and software

## Knowledge

#### Essential

* Proven awareness and knowledge of networking principles and practices.
* IP Telephony (Skype and Teams)
* Microsoft Windows Server 2012/2016
* Microsoft Exchange
* Apple Mac hardware and software
* Call management systems

**Desirable**

* Assistive Technology Tools: Jaws, Zoomtext, Supernova
* Microsoft Office 365 Admin Console

## Skills and Competencies

#### Essential

* Proven hardware and software troubleshooting of PC compatibles.
* Proven strong ability in customer service, building and maintaining relationships with users at all levels.
* Ability to manage customer expectation and respond immediately to high priority incidents, with the flexibility to handle multiple incidents concurrently in a high-pressured environment is key.
* Ability to deal with end users, with varying needs who may be stressed, effectively managing customer expectations.
* Ability to train and coach end users in IS technology solutions, to optimise user benefit and minimise support calls.
* Able to identify and select appropriate technical solutions from the approved technology framework.
* Required to support users of all IS skill levels including staff, volunteers and Trustees.
* Able to plan workload in a pressurised environment, balancing conflicting customer expectations with limited time and resources

**Desirable**

* Proven troubleshooting within a networked environment including remote access.
* Support users with limited IS skills or a visual impairment with complex technical issues.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic, and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Support Provider, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/Ebu6QmizAgNJtv7TOemzBgkBMK1D7XhXq3yQ8I_UKXzF7g?e=Ln4Gla) to view the salary band.