

Job Description

Job title:	Senior IT Technician
Reporting to:	Managing Director
Work location:	Unit 30 Withybush Trading Estate, Haverfordwest, SA62 4BS or at client locations as required
Salary:	Negotiable dependant on experience
Working pattern:	Usually office hours, Monday to Friday. Shift/weekend work or on-call duties may be required, for which a rota will be published at least 7 days in advance.

Role summary:

To design, specify, propose, install, repair and support effective and suitable ICT solutions for clients; ensure queries are dealt with proactively, effectively and in a timely fashion, in compliance with company policy and KPIs, and to provide advice and guidance to other team members to assist them in doing the same.

To build and maintain positive and constructive working and sales relationships with colleagues and key account contacts.

Job responsibilities:

Fulfilment

- Configure and install IP endpoints such as telephones, CCTV cameras, routers, switches and WiFi points
- Install data cabling, sockets and other equipment, working at height and drilling holes where required
- Provide systems support both remotely and on-site, resolving issues or escalating as required
- Carry out maintenance visits to service existing equipment in line with manufacturer specifications

Sales and Marketing

- Attend sales site survey appointments, gathering information about customer requirements
- Build and present high-quality proposals for viable and suitable solutions
- Research and prepare content for distribution to customers through agreed marketing channels
- Establish, develop and maintain positive professional relationships with new and existing clients
- To have responsibility for company sales performance and to ensure overall targets are met

Administration

- Answer the telephone and handle email queries to the highest professional standards
- To use and update our PSA and similar systems, ensuring accurate and relevant data is recorded correctly
- In-depth analysis of data such as profit margin and cost control

HR

- To achieve and maintain key performance indicators and quality standards.
- To educate and develop other team members by leading staff training sessions as required, to ensure that we continue to provide an effective and resilient service
- To assess the progress of the IT Operations team against agreed objectives and take necessary action to ensure that expected results are achieved
- To promote effective team working by creating and encouraging a supportive environment
- To encourage self-motivation, continuous professional development and professionalism in other team members and oneself
- To undertake all aspects of training necessary to achieve and maintain continuous professional development in the role
- To provide day-to-day supervision and tasking of employees, dealing with minor conduct and performance matters in adherence to company policy
- To foster a happy, confident, motivated and well-run team to ensure maximum possible success



Job Description

General

- To comply with all relevant Health & Safety policies and legislation
- To undertake training and development activities as required
- To be familiar with the Company Policies and Procedures as held on the HR system
- To uphold the Equal Opportunities and Anti-Harassment and Bullying Policies, ensuring effective implementation in all aspects of work for the Company
- To act always within the Company Rules, Policies, Procedures, and any other statutory requirements
- To be proactive, bring ideas, suggestions and contribute to business improvement
- To attend and lead staff and team meetings as required
- To undertake other duties and responsibilities as required. Staff are expected to work flexibly within their skill level to respond to changing priorities and ensure that customer needs and business objectives are met
- To procure the best value products and services as required
- To uphold high standards in all areas and ensure that all staff do the same
- To make effective, timely, evidence-based decisions
- To oversee specific budgets and ensure that revenue and expenditure is monitored
- To implement and deliver ongoing training and development activity to upskill staff, promoting flexibility
- To identify activities and processes that require improvement and deliver change and enhance performance
- To provide supervisory resilience during periods of absence/abstraction
- To maintain an exceptional degree of customer service and ensure that customer queries are dealt with proactively, effectively and in a timely fashion

Desirable knowledge and experience:

- Excellent command of the English language with high standards of spelling, grammar and punctuation
- Excellent customer service skills with real commitment to delivering the best possible experience
- Excellent interpersonal skills coupled with the ability to build strong customer relationships
- In-depth knowledge of Microsoft based operating systems and software products
- In-depth knowledge of the principles of cloud technology
- In-depth knowledge of computer networking
- In-depth knowledge of VoIP telephony
- Previous experience of scoping and implementing organisational change involving IT
- Previous experience of delivering customer service excellence in an IT environment
- Previous experience of leading a team
- Previous experience of handling HR issues in line with policy and regulations
- Willingness and ability to continuously update professional knowledge of new technologies
- Excellent organisation and time management skills
- Ability to proactively analyse data and excellent problem-solving skills
- Ability to communicate in Welsh

Our ideal candidate is:

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|---------------------------|------------------|--------------------|
| • A people person | • Clean and tidy | • Trustworthy |
| • Reliable | • Positive | • Punctual |
| • Motivated by success | • Genuine | • Confident |
| • Happy to talk to anyone | • Proactive | • Organised |
| • Outgoing | • Ambitious | • Willing to learn |
| • Friendly | • Responsive | • Flexible |

