

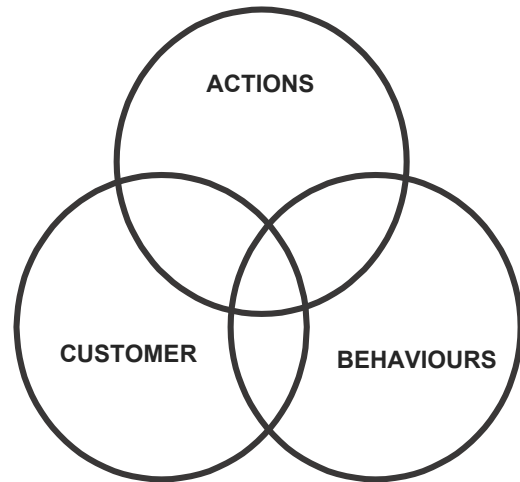
JOB DESCRIPTION

POST:	IT Support Officer
JOB PURPOSE:	To provide first line IT support and services across Newport Live facilities, while working to methodologies and standards to drive continuous improvement and excellent customer service and experiences. To support, maintain and implement IT software, hardware and services for customers and colleagues and working on IT projects.
RESPONSIBLE TO:	Head of IT and Digital
SALARY:	Grade 4 SCP 18 – 21, £24,157 - £27,155
BENIFITS:	Local Government Pension Discounts to our food and drink facilities Gym membership + See www.newportlive.co.uk for more information
KEY RELATIONSHIPS:	Newport Live Team Members External IT hardware and software suppliers Newport Live IT partners and stakeholders
BASE LOCATION:	Regional Pool & Tennis Centre, the successful candidate will be required to travel between various Newport Live venues, partners and suppliers.
TRAINING:	This role will be required to participate in employee training programs relevant to the post and will receive support to ensure professional qualifications and industry specific training is engaged with.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** To provide first class, IT support for Newport Live team members. Including resolving support requests over phone, email, digital channels, and in person.
- 2** To participate in colleague onboarding and offboarding processes, employee account management of accounts in systems such as Active directory and Customer Relationship Management systems.
- 3** To build and deploy desktop and laptop computers, tablets, phones, barcode scanners, card readers, payment devices, printers, photocopiers and other hardware as required.
- 4** To support the procurement of IT software, hardware and services, Test and evaluate new technology where required, Work with suppliers and partners, and assist with implementation as per the requirements of Newport Live.
- 5** To ensure that all IT hardware asset management and technical documentation is kept up to date and accurate.
- 6** To participate in the writing, editing and revising of IT documentation and guides to develop a self-help and IT support platform across our SharePoint and Employee Management System for all Newport Live colleagues.
- 7** To carry out maintenance and updates to a wide range of IT systems and applications, working with suppliers and partners as needed, to ensure technology is functioning efficiently, and securely to support business continuity.
- 8** To provide initial and on-going guidance and best practise in the use of various IT services, systems, applications and hardware to Newport Live colleagues.
- 9** Ability to handle confidential company information with professionalism and discretion, including compliance with privacy and GDPR regulation.
- 10** Promote cybersecurity best practices and support compliance with IT security policies.
- 11** To support the IT Department and wider Newport Live workforce as directed by the Head of IT and Digital.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this role may vary from time to time without changing the general character of the role or level of responsibility entailed.

The role holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

PERSON SPECIFICATION -SWIMMING TEACHER (LEVEL 1)

Area	Essential	Beneficial
Qualifications	4.1 Three years' experience working in an IT support role.	4.2 Degree in a related field or relevant professional certifications.
		4.3 IT courses or certifications which demonstrate relevant ability to an IT Support role.
Knowledge, Skills & Competencies	4.4 The confidence to work independently on your own initiative and as part of a team.	4.9 Competent at troubleshooting basic network issues.
	4.5 Excellent analytical and problem solving and fault resolution skills.	4.10 Good knowledge of Microsoft cloud technologies, including Microsoft 365, SharePoint, OneDrive, and Entra ID.
	4.6 Good knowledge of Microsoft Windows Operating Systems.	
	4.7 Good knowledge of Microsoft Windows Operating Systems.	
	4.8 Awareness of Information Security policies, Cyber Essentials requirements, and the importance of protecting company systems and data.	
Experience	4.11 Experience in supporting non-technical users and explain complex IT concepts in simple terms.	4.15 Experience of network infrastructure, and server support.
	4.12 Experience in installing, managing, maintaining and supporting PCs, software and hardware.	4.16 Experience of IT asset management including procurement, renewal and disposal programs.
	4.13 Working Experience in managing workload in a fast paced, dynamic environment.	
	4.14 Experience in the use of Microsoft products such as Microsoft Active Directory and Microsoft 365.	
Personal Attributes	4.17 Self-motivated with excellent timekeeping.	4.24 Willingness to undertake training as part of continuous professional development.
	4.18 To be well organised, intrinsically motivated, enthusiastic and hardworking.	
	4.19 Able to set priorities and manage own workload working under pressure to meet deadlines.	
	4.20 Excellent communication skills.	

	including written, verbal, presentation and influencing. 4.21 Excellent inter-personal skills and ability to create and build strong relationships with team members and partners. 4.22 A passion for IT and exceptional customer service. 4.23 You possess a positive outlook and desire to learn.	
Other	4.25 Be able to travel between various Newport Live venues. 4.26 To be able to work flexibly on occasion, including evenings and weekends to meet the IT resilience requirements of the business. 4.27 Hold a valid UK driving license and have use of a vehicle.	