

# **IT Support Officer**

Full time- 37 hours

**Grade 4 – SCP 17 - 21**

**£21,257 - £23,895**

***Plus Benefits***

Newport Live is an award-winning not for profit distribution charity who operate 6 venues of national and regional significance including Newport International Sports Village, Newport Centre, the Active Living Centre, Riverfront Theatre together with community-based sport and arts development services. Our company vision is “Inspiring people to be happier and healthier”.

We have an exciting and unique opportunity for an exceptional person to become our IT Support Officer. This role is key to managing, developing, and providing Newport Live’s IT services to colleagues and customers.

If you are somebody who is ambitious, driven, professional and have a passion to inspire people to be happier and healthier, then role is for you. The successful candidate will be tasked with providing IT support and services to colleagues across the Newport Live workforce.

You will be joining a small IT department and will be a key point of contact for all IT related queries. The successful candidate will be required to work in a dynamic and fast paced environment providing IT services in person, remotely, via email and telephone.

For further information and an informal discussion about the post please contact our Head of IT and Digital, Jonathan Pollard on 01633 656757 or via [Jonathan.pollard@newportlive.co.uk](mailto:Jonathan.pollard@newportlive.co.uk)

## **Application Process**

Please visit [Newport Live Careers | Home](#) to complete and application form, alternatively, you can request an application form from [Human.Resources@newportlive.co.uk](mailto:Human.Resources@newportlive.co.uk).

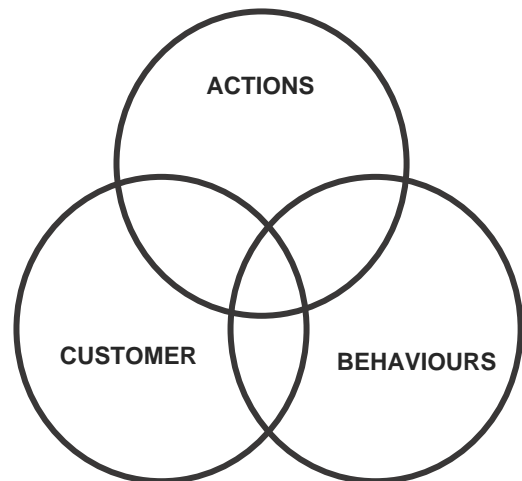
## JOB DESCRIPTION

<b>POST:</b>	<b>IT Support Officer</b>
<b>JOB PURPOSE:</b>	To provide first line support and services across Newport live sites. To provide IT support services across the business while working to the methodologies and standards to drive continuous improvement and excellent customer service and experiences.
<b>RESPONSIBLE TO:</b>	Head of IT & Digital
<b>SALARY:</b>	Grade 4 SCP 17 – 21, £21,257 - £23,895
<b>KEY RELATIONSHIPS:</b>	Newport Live colleagues, external IT hardware and software suppliers, Newport Live IT partners and stakeholders
<b>BASE LOCATION:</b>	Based at Newport Live's headquarters at the Newport International Sports Village, the successful candidate will be required to travel between various Newport Live venues, partners and suppliers.
<b>MANAGEMENT RESPONSIBILITY:</b>	N/A

### 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, via email and in person.
- 2** To provide employee account management of employee 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 participate in the support and maintenance of IT Assets, hardware, software, and systems.
- 5** To support the procurement of IT software, hardware, and services, and assist in implementation as per the requirements of Newport Live.
- 6** To ensure that IT and telephony hardware asset management documentation is kept up to date and accurate.
- 7** To participate in the writing, editing, and revising of IT documentation and guides to enable a self-help and IT support platform across our SharePoint and Employee Management System for all Newport Live colleagues.
- 8** To carry out maintenance and updates to a wide range of IT systems and applications to ensure technology is functioning efficiently, effectively, and securely to support business continuity.
- 9** To provide initial and on-going guidance in the use of various IT services, systems, applications, and hardware to Newport Live colleagues.
- 10** 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 by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.**

**It Support Officer – PERSON SPECIFICATION**

Area	Essential	Desirable
<b>Qualifications</b>	1.1 Degree or 1 year experience working in an IT support role (A/C)	1.2 Microsoft certification (C)
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 The confidence to work independently on your own initiative and as part of a team. (A/I)</p> <p>2.2 Excellent analytical and problem solving/fault resolution skills. (A/I)</p> <p>2.3 Good knowledge of Microsoft Office. (A/I)</p> <p>2.4 Good knowledge of Microsoft Windows Operating Systems. (A/I)</p>	2.5 Competent at troubleshooting basic network issues. (I)
<b>Experience</b>	<p>3.1 Experience in supporting non-technical users and explain complex IT concepts in simple terms. (A/I)</p> <p>3.2 Experience in installing, managing, maintaining and supporting PCs and applications. (A/I)</p> <p>3.3 Experience in managing workload in a fast paced, dynamic environment. (A/I)</p>	<p>3.4 Experience in the use of Microsoft Active Directory. (A/I)</p> <p>3.5 Experience of network, operating systems, infrastructure, and server support. (A/I)</p> <p>3.6 Experience of IT asset management including procurement, renewal and disposal programmes. (I)</p>
<b>Personal Attributes</b>	<p>4.1 To be well organised, intrinsically motivated, enthusiastic and hardworking (I)</p> <p>4.2 Able to set priorities and manage own workload working under pressure to meet deadlines (A/I)</p> <p>4.3 Excellent communication skills including written, verbal, presentation and influencing (A/I)</p> <p>4.4 Excellent inter-personal skills and ability to create and build strong relationships with team members and partners (I)</p>	

	<p>4.5 A passion for IT and exceptional customer service (A/I)</p> <p>4.6 You possess a positive outlook and desire to learn (I)</p>	
<b>Other</b>	<p>5.1 Be able to travel between various Newport Live venues (I)</p> <p>5.2 To be able to work flexibly on occasion including evenings and weekends to meet the IT resilience requirements of the business (A)</p>	<p>5.3 Hold a valid UK driving license and have use of a vehicle (I)</p>

**Method of assessment (\* M.O.A.)**

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre