

JOB DESCRIPTION

Job title: Trainee Technician, Computer Operations & Support

Responsible to: Manager, Computer Operations and Support

Responsible for: Completion of all Operations and Support activities

Principal tasks: To be undertaken in compliance at all times with laid down policies, procedures and delegated authorities and with relevant PRA/FCA Rules, Evidential Provisions and associated guidance:

In liaison with the Manager, Computer Operations and Support, conduct of Computer operations, general operating support to users, system housekeeping and security back-up services to the Group in relation to its Mainframe, Unix, Local Area Network, personal and other computerised facilities including all back-up, security and housekeeping routines in accordance with established procedures.

- (B) In liaison with the Manager, Computer Operations and Support, the placement, removal and installation of Group Computer Equipment and Software in compliance with legislative requirement and site standards.
- (C) Maintenance of systems established to record and control effectively the movement, location and usage of Group computer equipment and Software taking account of relevant legislations as it affects such equipment.
- (D) Provision of assistance to the Manager, Computer Operations and Support in the production and maintenance of in-house procedure and control manual documentation.
- (E) Provision of services to Users in accordance with agreed standards, scheduling of production runs, housekeeping tasks and output preparation.
- (F) In liaison with the Manager, Computer Operations and Support, the periodic testing and maintenance of computer contingency plans designed for use in emergency.
- (G) Provide assistance, as necessary to the Group Technology Services function, in the support and development of Group Mainframe, Local/Wide Area Networks and stand alone personal computing facilities in relation to both operating and application systems.
- (H) As instructed by the Manager, Computer Operations and Support, assistance with regard to the contacting of third party suppliers in relation to computer equipment purchasing and consumables, and the maintenance of relevant records.
- (I) Provision of Group helpdesk facilities to assist users in the resolution of equipment, software and general difficulties.
- (J) Attend Internal or External meetings in connection with relevant issues as requested by the Manager, Computer Operations and Support.
- (K) Undertake any other related tasks requested by the Manager, Computer Operations & Support or his/her Line Superiors.

PERSON SPECIFICATION

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Attribute	Essential	Desirable	How assessed
Education and Qualifications	<p>5 GCSEs (or equivalent), minimum B grade in both English and Maths.</p> <p>Educated to A Level standard / NVQ Level 3 (or equivalent).</p>	IT Qualification.	Application form and evidence of certificates.
Experience and Knowledge	Knowledge of personal computers	Work experience in an IT related role.	Application form and references.
Skills and Abilities	<p>Good IT skills.</p> <p>A keen attention to detail.</p> <p>Calm and efficient under pressure.</p> <p>The ability to work independently and as part of a team.</p> <p>Good verbal and written skills, able to communicate effectively with individuals at all levels.</p> <p>The ability to respond to enquiries promptly, accurately and efficiently.</p>	Able to learn & apply new skills whilst developing existing skills.	Application form, interview and test(s).
Personal attributes	<p>Strong interest in IT.</p> <p>Responsible mindset.</p> <p>Can-do attitude.</p> <p>Flexible approach to working hours, including a willingness to work shifts at evenings / weekends / bank-holidays.</p> <p>Strong commitment to customer service excellence.</p>	Confident, professional and proactive manner.	Interview and references.