**Job Profile: Early Career IT Technician**

**Required Skills**

* IT, computer, and keyboard skills
* able to plan and prioritise
* knowledge of service desk tools and technologies
* knowledge of operating systems
* organisational skills
* good communication skills
* analytical with good attention to detail
* able to follow procedures and instructions

**Typical roles and responsibilities**

* support and maintain all desktop, laptop, mobile devices, MCAs and peripherals devices including printers, scanners and barcode readers
* complete and install moves and changes in line with asset management
* fix application issues, either on site or remotely, and refer to next line support if needed
* take ownership of incidents / service requests, follow procedures and update relevant staff members
* diagnose and resolve hardware and software issues across the desktop environment
* support desktop services through System Administration e.g. Anti- Virus
* troubleshoot connectivity issues
* assist in the decommissioning and scrapping of equipment
* provide support for hardware and software i.e. maintenance and re-building of computer equipment
* be able to liaise with 3rd party suppliers regarding hardware and software faults
* deploy new systems and technologies
* provide status reports
* develop and maintain user guides

**Values and behaviours**

* understand the requirements of confidentiality in a healthcare setting
* calm and personable
* interested in solving issues
* understand the importance of effective communication and interpersonal skills

**Typical education and qualifications needed for the role**

* English and Maths GCSE grade 4 or above / equivalent
* relevant Technical qualification / equivalent
* experience of working in a team
* experience of communicating technical information to non-technical users