



## Job description

Job title	1 <sup>st</sup> Line Support
Department	Projects & IT
Reports to	Head of Projects & IT
Financial sign-off limit	N/A

## Position summary

### Main job functions

To provide technical support across all sites and contracts including server, desktop and networking infrastructure and telephone systems, both landline and mobile services.

Note: in addition to these functions, employees are required to carry out such other duties as may reasonably be required.

### Job location

Ridham, Sittingbourne

### Supervisory responsibilities/position in structure



## Main duties – principle responsibilities

Duties/responsibilities (in order of priority)	Approximate % of time to be spent
Maintain systems, resolving any general workplace IT issues.	
Deliver IT projects, such as a new workflow, including the carrying out of testing.	
Maintenance of Company hardware, including the set-up or replacement of computers, monitors and tablets.	



Monitoring of the network for all sites and working closely with our outsourced IT department on any issues.	
Monitor and report on all telephone contracts for landlines, mobiles, data and driver terminals, including daily reporting on usage.	
Monitor and maintain our printer outsourcing contract.	
Provide the interface with suppliers of weighbridge, CCTV, Clocking-in machines, ANPR cameras and other ancillary services.	
Defect monitoring of CCTV equipment across all sites and contracts.	
Co-ordinate data compliance with our outsourced IT department (e.g. laptop encryption, remote wiping etc) ensuring our IT infrastructure is secure and compliant with regulations (including GDPR).	
Manage and maintain good quality, accurate documentation on all IT processes.	
Provide support and advice to internal customers.	
Provide reports and training to internal customers.	
Monitor and update the 'IT issues' database.	
Staff have a duty to take care of their own health and safety and that of others who may be affected by their actions at work.	
Staff must co-operate, report unsafe conditions and comply with the company management systems and safe systems of work as well as co-workers to help everyone meet their legal requirements.	

The above list is not exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post. Job descriptions are regularly reviewed to ensure they are an accurate representation of the post.



## Person specification

### Skills

The post holder will require a certain level of these skills in order to carry out the role.

Essential	Desirable
Strong Communications skills at all levels	Understanding SQL
MS Office to intermediate level	Knowledge of Windows Operating Systems

### Experience

Include specific experience that is important for the post holder to have in order to perform the role.

Essential	Desirable
Previous experience in a similar role	
Ability to work to tight deadlines	

### Qualifications

Academic or professional qualifications that would be important to the performance of this role.

Essential	Desirable
GCSE grades A-C	

### Competencies

Other role specific behaviours or expertise that will give the job holder the ability to succeed and be efficient in this position.

Essential	Desirable
Proactive with a desire to learn new skills	
Attention to detail	

## Signed

Signed for and on behalf of Countrystyle Recycling Ltd		Date	
Signed by job holder		Date	