

Job description

Job title:	Trainee IT support technician
Team:	Implementation
Responsible to:	Implementation team leader
Responsible for:	None
Location:	Based at the offices of the company, and any other location required in order to perform the duties and responsibilities.

Job purpose summary

Working within Implementation team, this role is primarily focussed on assisting with logging and responding to, help and support requests from Clearview customers and Clearview employees. This also includes fault diagnosis, problem resolution, installing new releases of software and providing other customer related services.

The role will also include on testing software including understanding and testing current and new software, investigating reported faults, testing fault solutions and creating testing documentation to support these activities.

Job duties and responsibilities

1. Maintain an up-to-date knowledge and understanding of all Clearview software functionality.
2. Assist with investigating and diagnosing faults or requirements to either:
 - log and document the issues as a software defect;
 - log and document the issues as a software enhancement request;
 - resolve the problem and implement the solution for the customer; or
 - escalate the issue within the implementation team.
3. Assist with providing first line telephone and email support to external and internal customers.
4. Assist with ensuring support calls are responded to within published timescales.
5. Assist with installing and upgrading versions of Clearview software both locally and remotely at customer sites.
6. Assist with, and ultimately take a level of responsibility for, the testing and quality control of Clearview software including:
 - Reading and understanding software specifications;
 - Testing Clearview software against software specifications;
 - Understand, log and document software defects;
 - Discuss findings with relevant member of consultancy, implementation or development team.
7. Assist with producing internal software documentation, for example, software testing plans.

General duties and responsibilities

1. Be aware of, and undertake to comply with, the company's policies and procedures as published on the company intranet.
2. Take reasonable care for the health and safety of yourself and any others who may be affected by your actions or omissions.
3. Undertake such training and personal development as is deemed necessary and appropriate to the role.
4. Develop a knowledge and understanding of the work of colleagues to ensure flexibility and maximum effectiveness.
5. Ensure that processes related to all ISO Management System(s) are followed.
6. Report to the management representative(s) on the performance of the ISO Management System(s) and any potential improvements.
7. Ensure that you consider the ISO Management System(s) in relation to customer requirements at all times.
8. Liaise with the relevant management representative(s) on all matters related to the certification and auditing processes.

Role management

A degree of autonomy is required. The post holder must be able to manage their own time appropriately to achieve their goals and deliver an excellent level of support to the organisation, in a timely and efficient manner. They must also be able to access and report accurately progress and related issues.

The company reserves the right to vary the duties and responsibilities of staff, thus it must be appreciated that the above duties may be altered as the future changing needs of the service may demand.

Person specification

Specific job skills, abilities and experience

Essential

- 5 GCSEs, A*-C grade, or equivalent, including Maths and English
- 2 A-levels, A*-C grade, or equivalent
- A working knowledge of Microsoft Windows software

Desirable

- Experience of dealing with customers, face to face, on the telephone, and in written form
- Qualifications in related areas (e.g. Computing/ICT)
- Experience of testing software

IT skills, abilities and experience

Essential

- Microsoft Office experience

Desirable

- Knowledge and understanding of relational databases

Disposition, attitude and motivation

Essential

- Extremely motivated to learn and develop
- Self – motivated
- The desire to provide an excellent software experience to customers
- Excellent problem solving skills
- Excellent analytical skills
- The ability to pay close attention to detail
- The ability to demonstrate initiative
- Methodical
- Well-organised
- Excellent verbal communication skills
- Excellent written communication skills
- The ability to work unsupervised
- The ability to work effectively with colleagues, senior managers, and customers
- The desire, and ability, to provide an excellent customer service
- Ability to prioritise a workload, under pressure, within internally and externally imposed deadlines