

JOB DESCRIPTION

Job Title: **Network Support Technician**

Department: Information and Communication Technology Department

Location: Isle of Man Post Office Headquarters

Responsible to: ICT Operations Manager

Responsible for: N/A

Role Purpose Statement

Responsible for the maintenance and support of Isle of Man Post LAN, WAN and IPT network infrastructure.

Dimensions

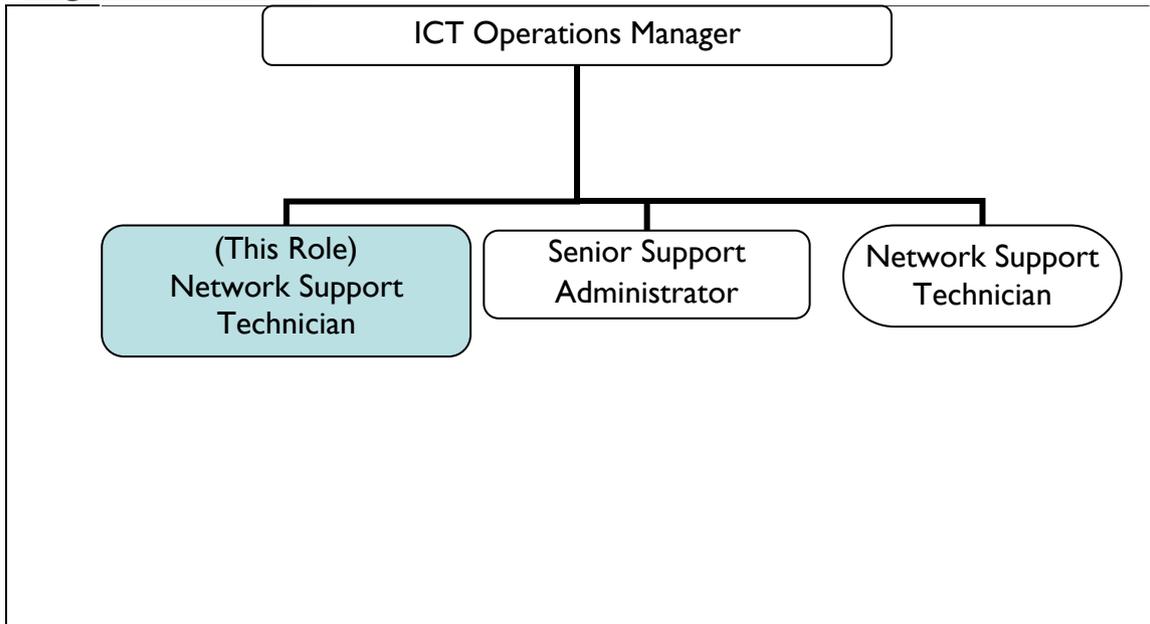
Main Duties

1. Provide support to all users of the IOMPO.
2. Install and configure computer hardware, operating systems and applications.
3. Monitor and maintain computer systems and networks.
4. Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
5. Responding within agreed time limits to call-outs.
6. Prioritise and manage open cases.
7. Maintenance of appropriate IT system documentation, policies, procedures, asset registers and general administration files.
8. Provide First Line IT support to users throughout Isle of Man Post Office and its subsidiaries and maintain Helpdesk records.
9. Liaise directly with external suppliers when appropriate.
10. Advise and support ICT Operations Manager where appropriate.

Additional Duties

1. Provide advice and comment when requested on all matters concerning IOMPO infrastructure issues.
2. From time to time, additional duties as directed by the ICT Operations Manager that befits the skills and grade of the incumbent.
3. Attend relevant vocational, professional, and further education courses.

Organisation Chart



Knowledge, Skills & Experience

Experience

1. Computer networks, network administration and network installation
2. Supplier management
3. Audit and certification adherence
4. Deployment of new Hardware/Software

Knowledge & Skills

1. Excellent knowledge of Microsoft desktop and Server software.
2. Excellent knowledge of PC and Server Hardware
3. Clear understanding of the challenges of IT Support
4. Excellent organisational skills
5. Analytical and problem solving skills
6. Understanding of complex information and requirements
7. Good prioritisation skills and be flexible enough to adapt plans
8. Good evaluation skills
9. Good communications skills - written and verbal
10. Confidence in decision-making
11. A good team-playing mentality
12. An ability to work to tight deadlines and within constraints

Key Result Areas

1. **Action** – Maintain secure and stable network environment.
Result – Continued availability of systems that meet the operational requirements of the business, upgraded and expanded to meet business strategic aims and data security best practice.
2. **Action** - Ensure all required updates are vetted before installation.
Result – Allow for smooth update and patching process
3. **Action** - Ensure all changes are documented and necessary diagrams are up to date

- Result** – All information regarding the infrastructure is correct.
4. **Action** – Maintain up to date fault records on call system with resolution data
Result – Better analysis of calls
 5. **Action** – Monitor releases of industry standard software.
Result – IOMPO will have a greater knowledge of available IT tools
 6. **Action** - Effectively maintain appropriate systems change control procedures.
Result – Protection of the availability and stability of the Production environment. To meet the best practice, business frameworks and audit requirements
 7. **Action** - Adherence to IOMPO project frameworks
Results – Protect project milestones and deliver on time. Cost Control. audit requirements
 8. **Action** - Provide ongoing system support.
Results – Maintain system availability for internal and external customers
 9. **Action** - Maintain data security and assist with mitigating any security issues.
Result – Secure and stable systems. Meet Data Protection requirements. Adhere to audit and certification requirements
 10. **Action** - Maintain accurate and up to date time tracking logs to assist accurate resource allocation / project planning.
Result – Accurate departmental and project cost allocation

Communications and Working Relationships

The main working relationship will be with the ICT Operations Manager and the Support Team, as well as the ICT Development Team and the Project Managers.

This role will require communication and interaction with all IOMPO staff of all grades from clerical to CEO.

This role will require communication and interaction with 3rd party suppliers of systems and software.

This role will require communication and interaction with clients and customers as part of the process of delivering and enhancing a reliable and stable infrastructure for the IOMPO.

Scope for Impact

Assist and Support all users of Isle of Man Post Office Systems

A commitment to continually update skills by learning new technologies relevant to the role

Agreement

Approved by:
(line manager) _____

Signed: _____ Date: _____

Agreed by:
(post holder) _____

Signed: _____ Date: _____

You are expected to attend all relevant training courses that are deemed necessary for the role in which you are employed.

The above statements are intended to describe the general nature and level of work being performed by the employee undertaking this role. They are not an exhaustive list of all responsibilities, duties, and skills required for the role. Employees may be required to carry out other duties and responsibilities not listed according to the needs of Isle of Man Post Office. This will be subject to consultation with the post holder with as much advance notice as possible.

Competency levels

The competency levels for this role are:

Competency	Expected Level
Team Working	C
Communication	C
Achieving Results	D
Delivering a Quality Service	D
Development and Adaptability	D
Personal Management	D