

Clearly Drinks	Position Description	Nº ISO	
		Edition	02
	IT Support Technician	Date	September 2024
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Overview

Position title: IT Support Technician
 Department: Shared Services
 Position title Manager: Head of Finance
 Position title direct reports: Zero
 Location: Sunderland

Description Summary

The purpose of the IT Support Technician is to deliver business support for the integration & implementation of technology solutions including hardware, workstations & operational technologies and will oversee the relationship with the third-party IT support provider (MSP).

The role will involve troubleshooting and diagnosing computer hardware and software issues, setting up computer networks and assisting employees with IT-related issues. The role will also involve the creation and issuance of IT related policies in line with legislation and best practice, ensuring workplace and employee compliance.

The role will utilise IT and data science to highlight & develop trends providing greater insight to the business to streamline processes. The job holder will own the business IT roadmap and will play a key role in delivery of roadmap projects supporting the business to stay ahead of emerging cyber threats.

Responsibilities

- Serving as the first point of contact onsite for IT support on day-to-day matters with escalation to MSP as appropriate
- Acting as local administrator and superuser for IT and OT systems (Perform OEE, Sign In, Easy Label, Office 365, Sage 200 etc)
- Performing KCC’s (Key Control Checks) in various software ensuring data accuracy and integrity
- Installing, configuring and maintaining software and hardware components of computer and network systems
- Diagnosing and troubleshooting software and hardware issues
- Ensuring the security of server computers by installing and upgrading antivirus and firewall software
- Supporting people whenever they encounter challenges with computers and network devices
- Maintaining and updating technical documentation regularly
- Testing new hardware and software before full-scale installation
- Asset management
- IT onboarding for new employees
- Oversee performance of the MSP
- Proactive response to issues/triage to support MSP
- Policy review & development; and roll out of IT training to employees

	Editor	Reviewed	Approved
Name	Chris Rees	Heidi Mason	Ash Robinson
Function	Executive	HR	Finance
Date	September 2024	September 2024	September 2024

- Support and advise on the development of the IT project roadmap with stakeholders and co-ordination with MSP to deliver
- Ensuring security standards are constantly reviewed to deal with emerging threats/changes
- Progressing the cyber security roadmap
- Responsibility for site hardware, upkeep & repairs if required
- Support with the onsite server and maintenance of data warehouse if required
- Liaise with MSP for completion of projects highlighted by assessments e.g., vulnerability scans output
- Develop DR frameworks as part of business continuity

Knowledge, Skills & Experience

- Associate degree or advanced apprenticeship in Computer Science or other relevant disciplines
- Knowledge of Windows, Mac, Linux and UNIX operating systems
- Practical experience with internet protocols and willingness to learn network security protocols
- Problem-solving skills
- Technical documentation skills
- Organisational and interpersonal skills
- Minimum 5 GCSE'S at grade 4 or above or equivalent
- Willingness to live and breathe the company values

Values

- Seek to achieve and maintain the highest level of excellence in the service we provide – Customer First
- Embraces fresh ideas to drive improvements – Be the Best
- Builds and maintains strong networks across the business – Stronger Together
- Capitalises on their knowledge of suppliers and the marketplace, acting in the best interests of the business – Make It Happen
- Is keen to make a difference through increasing awareness of environmental impacts and performance both locally and the environment as a whole – Socially Responsible

General

- To take responsibility for the health, safety and welfare of yourself. Actively follow the Company's Health and Safety Policy, procedures and safe systems of work
- Actively follow the Company's Environmental Policy and procedures and play your part in the achievement of environmental initiatives
- Be responsible for your quality of work and ensure that any quality checks required are carried out. Seek support as necessary
- To observe and continually promote equal opportunities and diversity
- To undertake all reasonable training activity designed to support you in your role
- To gain an understanding of the company's products

- To note, understand and comply with the Company policies and procedures. These documents will be available on People HR and available to sign independently.
- To undertake any such other reasonable duties within your skillset as may from time to time be required by your manager