

JOB DESCRIPTION

Support Officer Infrastructure

Post Ref	5.6.2.2
Reporting To	5.6.2.1 Senior Officer Infrastructure Support
Pay Band	EO
Accountable for	
Line Management	
Budget Management	

Job Purpose

To assist in the support and maintenance of Ofqual's IT infrastructure and provide a customer focused service to members of staff and associated third parties. (The post holder is jointly responsible for the maintenance and support of the corporate IT infrastructure).

Key Accountabilities

You will be accountable for:

1. Taking ownership of incidents/problems; actioning and updating logged tickets and ensuring escalation paths are followed.
2. Implementing, supporting and maintaining robust procedures that ensure the effective operation and availability of corporate systems.
3. Analysing and supporting corporate systems (servers, computers, network, active directory etc.), performing checks, updates, and backups.
4. Building computers in accordance with the authorised standard images and installing approved software.
5. Completing internal user desk moves.
6. Keeping up to date with new technologies, systems and assisting with evaluations.
7. Supporting and contributing to service and infrastructure improvement initiatives.
8. Undertaking small- to medium-sized IT projects as instructed by the IT Services Manager

Corporate Accountabilities

- Leading by example as a role model for Ofqual's values and professional standards.
- Driving the delivery of business and corporate plans for your own areas of responsibility.
- Managing individuals or teams through line management and/or matrix management arrangements as required, ensuring under performance is managed and adequate resourcing is planned to meet objectives.
- Driving continuous improvement within your own areas of responsibility.
- Taking a proactive approach to risk management, ensuring risks and issues are identified, addressed and reported and, where appropriate, escalated.
- Managing delegated resources (eg budgets, equipment and contracts) as appropriate, to ensure value for money.
- Being fully aware of and actively complying with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.
- Performing any other reasonable duties as directed by line management.

This list should not be regarded as exhaustive and the post holder will be expected to deliver other duties relevant and appropriate to this post.

PERSON SPECIFICATION

Experience

Criteria	Essential (E) or Desirable (D)
Experience in configuring and maintaining Active Directory and Group Policies	E
Experience in maintaining Office 365	E
Experience in performing administrative task on MS Hyper-V virtual servers	E
Experience in supporting MS Storage Area Networks	D
Experience in maintaining MS System Centre	D
Experience in maintaining SharePoint	D
Experience in supporting corporate telephone switches	D

Skills and Abilities

Criteria	Essential (E) or Desirable (D)
Ability to interact with people from all backgrounds within the organisation	E
Ability to explain technical issues to non-technical staff	E
Self-motivating and ability to use initiative at all times	E
Works well in team and unsupervised	E
Strong customer service focus	E
Ability to multi-task and prioritise work load in a pressured and varied environment	E
Ability to be accurate and thorough in all tasks	E

Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)
Relevant IT education (degree and/or professional/vendor qualifications) and job experience	D
In-depth technical knowledge of Microsoft products, including network and desktop operating systems	E

You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.