**JOB DESCRIPTION**

**JOB ROLE: IT Support Technician**

**JOB HOLDER: TBC**

**JOB PURPOSE:**

The IT Support Technician provides technical assistance and support to end-users within the organisation. This role involves troubleshooting hardware and software issues, setting up new equipment using Intune, and ensuring the smooth operation of IT systems including administering Microsoft 365 services.

**Essential experience/skills/qualifications:**

* Experience in IT support, with strong troubleshooting skills across hardware, software, and user issues.
* Proficient in Microsoft Windows, Microsoft 365, and Active Directory/Entra user account management.
* Familiarity with basic networking concepts (e.g., IP, DNS, DHCP).
* Confident deploying and maintaining IT equipment and peripherals.
* Strong communication skills, with the ability to support end users.
* Organised, detail-oriented, and able to document support activities accurately.

**Desirable experience/skills/qualifications:**

* Experience with Intune, Azure AD, or other Microsoft cloud services.
* Knowledge of access control systems and managing physical security (e.g., door fob systems).
* Familiarity with remote support tools and ticketing systems.
* Basic PowerShell or scripting skills for automation.
* Understanding of backup systems, data protection, and IT security best practices.

**Key responsibilities and skills:**

• Respond to and resolve IT support requests from employees in the Service Desk

• Maintains and deploys IT equipment, user accounts, and basic network configurations.

• Administer the deployment of door fobs and manage access restrictions.

• Troubleshoot and diagnose technical issues, providing timely solutions.

• Escalate complex issues to the IT Systems Manager and 3rd parties when necessary.

• Assist with the setup and deployment of new equipment and systems.

• Maintain accurate records of support requests and resolutions.

• Provide training and guidance to end-users on IT systems and best practices.

• Collaborate with the IT team to improve support processes and procedures.

• Ensure data security and backup procedures are followed.

**Interactions:**

Interactions with MBA staff, students and visitors; 3rd party service providers

**Scope of role:**

IT Support, Customer Service, Technical Liaison