

JOB DESCRIPTION

JOB ROLE: IT Support Technician

JOB PURPOSE: The IT Support Technician provides technical assistance and support to end-users across the MBA. This hands-on role covers troubleshooting hardware and software issues, deploying and maintaining IT equipment (including via Microsoft Intune), administering Microsoft 365 services including the MBA SharePoint Intranet and managing site access permissions.

ACCOUNTABILITY: Reporting to IT Systems Manager, Scott Middleton

Essential experience/skills/qualifications:

- Experience in IT support, with strong troubleshooting skills across hardware, software, and user issues.
- Proficient in Microsoft Windows, Microsoft 365 Applications
- 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 Microsoft Intune, Entra ID (Azure AD), SharePoint Administration or other Microsoft cloud services.
- Knowledge of access control systems and managing physical security (e.g., Staff Access Cards and door access 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.
- Issue and administer staff access cards and manage access permissions and 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.
- Undertake any other tasks identified as being within the job holder's capabilities.

Interactions:

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

Scope of role:

IT Support, Customer Service, Physical Access Control, Technical Liaison