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**Job Profile**

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| **Job details** | | | |
| **Job Title** | IT Technician | | |
| **Section** | Corporate Services | | |
| **Report to** | IT Manager | | |
| **Grade** | EVH Grade 7 (PA22-25) | | |
| **Hours of work** | 35 per week (there may be a requirement to work out-with office hours) | | |
| **Place of work** | Ralston House, Cyril Street, Paisley, PA1 1RW | | |
| **Disclosure Level** | Basic disclosure | **Date Reviewed** | Dec 2024 |

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| **Person Specification** |
| **Education and Experience**  **Essential**   * Experience in the delivery of IT support and development. * Minimum of 3 years proven IT experience. * Professional qualification relating to IT (HNC minimum).   **Desirable**   * Working within the Social Housing Sector   **Knowledge, Skills and Abilities**  **Essential**   * Strong understanding of IT security best practices. * Knowledge of security vulnerability tools, processes, and techniques. * Experience with MS 365 Applications. * Knowledge of helpdesk support management. * Demonstrated ability to manage multiple priorities and deliver results in a fast-paced environment. * Strong problem-solving and critical thinking skills, with the ability to evaluate solutions and implement the best option. * Hold a continuous improvement mindset. * Flexible in approach to work and ability to plan effectively and prioritise workloads. * Excellent communication and interpersonal skills, with the ability to build relationships at all levels.   **Desirable**   * Experience of a Housing Management system. * Experience with Microsoft Azure. * Experience of Project Management to deliver new IT solutions. * Knowledge of databases (SQL or similar). * Experience of Policy and procedural development.   **Values and Attitudes**  **Essential**   * Ability to demonstrate empathy with WHA.’s values. * Commitment to continuous service improvement and excellence. * Demonstrated commitment to continuing professional development.   **Other**   * Ability to meet the practical requirements of the post, including flexibility regarding evening meetings. |

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| **Core Responsibilities/Key Tasks** |
| * **Help desk & Trouble Shooting:** Provide IT helpdesk support to colleagues, assisting them with hardware, software, network & communications problems and fault resolution for all WHA’s IT systems. * **Vulnerability Management:** Conduct vulnerability assessments using specialised software to identify and prioritise risks and remediate based on risk and work with external support partners to implement remediation where their input is required. * **Security Compliance:** Ensure compliance with industry standards including continuous risk assessment and risk mitigation, providing ongoing staff awareness and training and continuous monitoring and auditing of systems as well as ensuring full compliance of GDPR. Assist with accreditation assessments and remediation for cyber essentials and cyber essential plus renewals * **Maintenance & Development of Housing Management system;** Gain an in-depth knowledge of each module within the housing management system. Work closely with staff and external partners regarding the day-to-day operation of the system as well as development and implementation of new modules. Assist in the testing of all enhancements and patch fix installations. * **Project Management:** Provide project management support to the business for new projects, chair meetings, scope specifications for system enhancements/new systems. Process map existing processes and identify system efficiencies. * **Hardware & Software installation**; Assist with all hardware and software maintenance, support & installations. * **Data Integrity**; Assist with improvement of data integrity within WHA. * **New technologies**: Support IT manager in reviewing emerging IT technologies which will enhance service provisions/deliver operational efficiencies. * **IT Strategy**: Support the IT Manager to deliver the IT strategy and Digital roadmap projects. * **Policies and Procedures:** Comply with, and actively support, all WHA’s policies and procedures, and particularly those relating to IT services and information security. |

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| **General** |
| * To attend and, where necessary, represent WHA at meetings with external organisations and individuals, including evening meetings as required. * To contribute to the general development and wider activities of WHA, as a member of the staff team and to act at all times in the best interests of WHA. |