**JOB DESCRIPTION**

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| **JOB TITLE:** | IT Services Technician  |
| **HOURS OF WORK:** | 37.5 hours per week  |
| **REPORTS TO:** | IT Operations Manager  |
| **WORKING WITH:** | All Sure IT systems users  |
| **DEPARTMENT:** | Internal Systems and Security Operations  |
| **LOCATION:** | Guernsey or Jersey |

## JOB PURPOSE

To support the development, management and maintenance of Sure internal IT systems and networks.

## MAIN DUTIES AND RESPONSIBILITIES

**Principal Accountabilities**

Specifically but not restricted to:-

* Deploy and manage Sure endpoints via SCCM and Microsoft Intune
* Application management via SCCM and Intune
* Assist with OS and application patch management via SCCM and Intune
* Assist with design and repackaging of updates and baseline builds
* Support management of Exchange Online
* Support Office 365 for the Sure group
* Support business functions within Dynamics 365 Platform as a Service
* Managing public cloud services within Azure
* Assist with identity and access management, via Active Directory and Azure AD
* Support risk-based access via Conditional Access
* Management of internal SQL cluster and associated databases
* Support Sure IT Helpdesk, managing user requests aligned with ITIL framework
* Support the management of Data Protection tools and services and including classification and DLP
* Deploy and build Virtual Machines within VMware including capacity management
* Support Sure Business continuity program
* Assist Sure backup program and associated tools
* To be aware of performance standards for the group.
* To attain and maintain at least one relevant technical professional qualification.

In addition, the person will be required to:

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

 **THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

**QUALIFICATIONS, SKILLS & EXPERIENCE**

Education/Qualifications:

* High level qualification in computer science, networking or information security or related field is desirable but not essential.
* Professional Information or Cyber Security accreditation is desirable but not essential.
* Professional IT accreditations are desirable but not essential.

**Skills and experience required:**

Essential:

* Experience deploying and managing endpoints via SCCM and Microsoft Intune including Hybrid joined devices
* Experience supporting Office 365, Exchange online and Azure Active Directory
* Experience of deploying and managing public cloud services within Azure
* Experience managing Microsoft SQL databases
* Ability to communicate effectively with external parties and staff at all levels.

Desirable:

* Experience supporting Dynamics 365
* Experience supporting Exchange online
* Experience deploying Virtual Machines within VMware
* Experience deploying machines with Autopilot
* Experience deploying and supporting Teams voice
* Experience of ISO27001 and ISO 22301

Personal/Behavioural attributes:

* Ability to produce accurate, good quality work.
* Demonstrate an interest in current and future technology.
* Self-motivated with the ability to work alone or as part of a team.
* Demonstrate the ability to research and solve problems.
* Flexible attitude with enthusiastic and spirited approach to tasks associated with the job.
* Willing to work unsociable hours both as part of the standby scheme and for scheduled maintenance