

TAFF

We deliver great homes and services
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

Our Values

We inspire
Trust



We are
Ambitious



We are always
Learning



We are
Kind



Advert

An opportunity to revolutionise Taff Housing Association's digital offering, by helping to build and support exciting digital platforms and services.

Role: IT Technician

Responsible to: Head of Digital Transformation

Team: IT Department

What you'll do...

To be the first point of contact for our IT Service Desk, providing support for all IT for the Association colleagues, sites and offices.

Assist the Senior Technicians with maintenance and development of the Association's server, storage, databases, applications, telephony, network infrastructure and systems.

Maintain the Association IT assets as well as provide colleague support with equipment and software, include desktops, laptops, printers and back-office software and services.

What you will be responsible for?

- Manage the Association IT Service Desk.
- Manage all Service Desk Tickets and act as First and Second Line Support for all IT related incidents and requests.
- Ensure IT Changes are captured and processed in line with good ITIL practice.
- Ensure IT Problems are identified and processed in line with good ITIL practice.
- Providing technical support to all colleagues across the Association.
- Aid in the development and implementation of the Association's housing software and business systems.
- Install software and upgrade operating systems on desktop and server machines and provide appropriate support (MS Windows, MS Office).
- Deploying colleague IT equipment (Desktop, Laptop, Tablet, Phone) and associated peripherals across the business, including new installations and the redeployment of existing equipment to standards determined by the Senior Technician.

- Monitor and verify Cyber Alerts, Events and Security controls.
- Monitor and verify Backups and perform Colleague recover requests.
- Ensuring security applications and system upgrades are applied to desktops and laptops accordingly.
- Assist in administering the Association's Active Directory service.
- Monitor and maintain the Association's network infrastructure.
- Monitor and maintain of the Association's telephony system.
- Monitor levels of access to network.
- Responsible for the performance, access, and maintenance of the Association's intranet.
- Maintain the Association's IT Hardware Asset Register.
- Maintain the Association Software Asset Register.
- Maintain the Association Licence Management.
- Author and maintaining IT technical support documentation catalogue.
- Monitor and report operational Alerts and Events.
- Carrying out ad hoc duties as required by the Senior IT Technician and Head of Digital Transformation.
- Carrying out regular updates and patches for the Association's IT systems.
- Supporting the IT Department in creating and updating IT Policies and Procedures.
- Authoring and Maintaining the IT Department's SharePoint site to provide articles of common errors, workarounds tips & tricks.
- Procurement of licences, software, hardware and peripherals in relation to colleague equipment and back office software.
- Managing IT spares for colleague system and services.

The Person

Skills, Experience and Qualifications

Essential

- Graduate in Information Technology / related discipline or equivalent experience.
- Good experience of IT networks.
- Good experience of providing support to users of Microsoft Operating Systems and software.
- Experience of installation, upgrading and maintaining Microsoft Windows and server software and operating systems.
- Experience of systems administration functions.
- Knowledge of networks: WiFi, LAN, VLAN, WAN and VPN.
- Knowledge of Current Microsoft Office Suite.
- Knowledge of Current Windows Desktop Operating System.
- Knowledge of Current Windows Server products.
- Knowledge of Microsoft 365.
- Knowledge of Current Microsoft SQL Server products.
- Knowledge of Microsoft Exchange Online.
- Administering Active Directory and Group Policy.
- Administering Microsoft Intune, Teams, Sharepoint.
- Knowledge of Cyber Security Technologies.
- Knowledge backup and recovery technologies.
- Knowledge of IOS & Android mobile operating system platforms.
- Knowledge of Mobile Device Management software.
- Knowledge of cloud-based technologies and tools.
- Experience of customer support and Responsive and helpful attitude to internal customers.
- Willingness to keep up to date with developments in IT.
- A practical approach to problem solving and a positive approach to promotion of change and planning for the future.
- Ability to work under pressure and to prioritise and programme own work and work of users of systems to meet targets and deadlines.
- Ability to drive and access to a car.
- Willingness to carry out occasional work at evenings/weekends.

Desirable

- ITIL Qualification
- Experience of systems development lifecycle methodologies
- Knowledge of SQL Server 2016
- Office 365 Administration & Support
- SharePoint experience
- Experience in project coordination

We'd also need you to be...

- Digitally savvy, able to use Taff's latest technology/kit
- Comfortable to work in an agile environment, with a focus on 'getting the job done'
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture

We ask all Taff employees to...

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

Conditions of Service

Salary £27,031

Contract type Permanent

Working Week 35 hours per week, normally Monday – Friday.
Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.

Location We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Head Office at Alex House, Canton, Cardiff CF5 1JD.

Colleague Benefits

- 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)
- 4 extra concessionary days and public bank holidays.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sick and maternity pay
- Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- Permanent Health Insurance through Canada Life.
- 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- Employee Assistance Programme through LifeWorks

DBS Check Basic Disclosure and Barring Service (DBS) check will be necessary for the successful applicant, and appointment will not be confirmed before a satisfactory disclosure is received.

References Two satisfactory professional references covering the last 3 years; including one from your current employer. (Family members cannot provide references)

Business Mileage You may at times be required to use your own motor vehicle for use on official journeys. Your mileage expenses will be reimbursed based on the locally agreed rate. It is your responsibility to ensure that you have appropriate Business Insurance to undertake your duties.

Probationary Period: 6 months.

To apply for this post and to view all our current vacancies please visit <http://www.taffhousing.co.uk/vacancy/>.

Closing Date: Monday 9th May 2022 at 9 am

Interview Date: Friday 20th May 2022