

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: Information Technology (IT) Technician

Responsible to: Head of Digital Transformation

Team: IT Department

What you'll do...

- Provide 1st and 2nd line IT Technical Support for the Association's colleagues and service users.
- Maintain and support colleague equipment and software, include desktops, laptops, printers and back-office software and services.
- Assist the Senior Technician's maintenance and development of the Association's server, storage, databases, applications, telephony, network infrastructure and systems.
- You must be able to provide support across the organisational estate, including our head office and satellite offices.
- You must have experience of working with an enterprise service desk, monitoring, responding and resolving tickets within Service Level Agreement.
- You must have experience of maintaining the secure IT environment, giving guidance and resolving issues in relation to Office 365, Windows 10, Teams, SharePoint and troubleshooting infrastructure issues in relation to network, server and storage.

What you'll be responsible for...

- Manage the Service Desk tickets and act as 1st and 2nd Line Support for all IT related Incidents and Requests.
- In line with good ITIL practice - ensure IT changes are captured and processed and IT problems are identified and processed.
- Provide 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 servers and provide appropriate support (MS Windows, MS Office).

- Deploy 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 recovery requests.
- Ensure security applications and system upgrades are applied to desktops and laptops accordingly.
- Assist in administering the Association's Active Directory.
- Monitor and maintain the Association's network infrastructure.
- Monitor and maintain 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 maintain IT technical support documentation catalogue.
- Monitor and report operational Alerts and Events.
- Carry out ad hoc duties as required by the Senior IT Technician and Head of Digital Transformation.
- Carry out regular updates and patches for the Association's IT systems.
- Support the creating and updating of IT Policies and Procedures.
- Author and maintain the IT Department's SharePoint site to provide articles of common errors, workarounds, tips and tricks.
- Procurement of licences, software, hardware and peripherals in relation to colleague equipment.
- Manage IT spares for colleagues.

The Person

Skills, Experience and Qualifications

Essential

- Graduate in IT / 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: Wi-Fi, LAN, VLAN, WAN and VPN.
- 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.
- Experience of administering Microsoft InTune, Teams, SharePoint.
- Knowledge of cyber security technologies.
- Knowledge backup and recovery technologies.
- Knowledge of IOS & Android mobile operating systems.
- Knowledge of Mobile Device Management platforms.
- Knowledge of cloud-based technologies and tools.
- Experience of customer support with responsive and helpful attitude towards internal customers.
- Willingness to keep up-to-date with developments in IT.
- A practical approach to problem solving.
- A positive approach to promote change and planning for the future.
- Ability to work under pressure and prioritise.
- 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, working practices, policies and procedures.
- 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 £27,032

Contract type Permanent

Working Week 35 hours per week, normally Monday – Friday.
Flexible working in accordance with our Work / Life Balance Policy.

Location We all work in an agile way but the core part of your role will be delivered from your home, Taff head office, Taff satellite offices or site working.

Colleague Benefits

- 25 days annual leave (1 day extra leave after 5 & 10 years' service – total of 27 days).
- 4 extra concessionary days and public bank holidays.
- Option to purchase 5 extra days annual leave.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sickness 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.
- Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

Checks Basic DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

Probationary Period: 6 months.

To apply for this post and to view all our current vacancies please visit - <https://taffhousing.co.uk/opportunities/current-vacancies/>

Closing Date: Tuesday 5th July 2022 at 9 am

Online Interview Date: Friday 8th July 2022