

### Job Role Description

<b>Job Title</b>	IT Support Technician
<b>Reporting To</b>	IT Manager
<b>Direct Reports</b>	
<b>Working Hours</b>	37.5 hours per week
<b>Start Date</b>	Dec 2023

#### **We Are Welland**

Welland Medical brings to market the best and most innovative products that enhance the lives of people living with a stoma across the world. Investing in the most talented people, collaborating to create world-class, ground-breaking products and services devoted to improving peoples' lives. We are passionate about making a difference in the world. Our reputation is based on a tradition of improvement, ethical leadership, and total commitment to quality and safety. Welland Medical Ltd®, established in 1988 is part of the CliniMed® Group, and has over 250 colleagues committed to enhancing people's lives.

#### **Our Values:**

##### **Excellence:**

We collaborate by embracing differing perspectives to make better decisions and continuously improve.

##### **Innovation:**

We pride ourselves on our innovative spirit by creating novel solutions within the workplace and in stoma care.

##### **Integrity:**

We commit to empower and respect each other, ethically, honestly and with fairness.

##### **Quality:**

We are passionate about recognising talent and providing an equal and supportive workspace for all to thrive.

##### **Wellbeing:**

We commit to setting the highest standard of quality in everything we do to enhance people's lives every day.

#### **Summary Of The Role**

As an IT Technician, you will provide IT support for our organisation and teams. Your duties will include troubleshooting and diagnosing software and hardware issues, setting up and configuring computer networks, and working with staff on all levels, including executives and directors.

You will assist your team in maintaining IT infrastructure and telecom systems of the company.

### **Main Duties and Responsibilities**

As part of your role at Welland, you will be fully integrated within the Finance and Admin team, with focus and ability to:

- To provide 1st Line IT support for on-site and remote users
- troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Configuration and installation of new PCs, Laptops, Tablets, Smartphones, and other IT Hardware.
- Set up new users' accounts and profiles and deal with password issues.
- Management of onboarding/offboarding procedures.
- Provide technical assistant with business projects when required.
- Provide support, including procedural documentation and relevant report.
- Install and configure computer hardware operating systems and applications.
- Logging and managing support tickets, Maintain records/logs of repairs and fixes.

### **Other Duties:**

A degree of flexibility is needed, the job holder may be required to perform work not specifically referred to above. Such duties should not normally exceed those expected of an employee at that level.

### **Incentives:**

Our colleagues are at the heart of what we do. Our passion for our colleagues wellbeing is reflected in our values and we offer (and not limited to) the following perks to all our colleagues:

- Competitive company pension, that increases with length of service
- Health benefits
- Life insurance
- 25 holiday days plus statutory bank holidays
- Company Christmas shut down
- Discount at a number of high street retailers and other local discounts
- Complementarity company day
- Free onsite parking (including electric vehicle charging)
- Cycle to work scheme



**Person Specification: IT Support Technician**

Essential	Desirable
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Higher education college course in computing, IT support or similar</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Degree in Computer Science or relevant field</li> <li>CompTIA A+, Microsoft Certifications</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Proven experience as IT Technician or relevant role</li> <li>Good knowledge of computer systems and networks</li> <li>Basic knowledge of internet security and data privacy principles</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>3+ of experience as IT Technician or relevant role</li> </ul>
<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>Good problem-solving skills.</li> <li>Basic knowledge of command-line, PowerShell, Office 365</li> <li>Good knowledge of Windows 10, Windows Server 2016/2019/2022</li> <li>Excellent communication skills</li> </ul>	<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li></li> </ul>

This is a description of the job as it exists at present. All Job Descriptions are liable to variation in order to reflect any future role/obligations change and employee development.

**Candidate Name**

Signed: ..... Date.....

**Manager Name**

Signed: ..... Date.....