

Job Title	IT Services Technician	Status	Live
Reports To:	IT Services Manager	Date Effective:	February 2025
Function:	IT Services	Grade	5

ROLE & PURPOSE OF JOB:

The IT Services Technician is responsible to the IT Services Manager for the operational direction of the IT Services department to achieve the objectives and vision of the Humber Bridge Board (HBB), whilst ensuring compliance with its statutory duties and exercising its public functions.

The postholder will develop professional working relationships with colleagues to support departmental issues related to the use of technology throughout the business.

Key responsibilities will include:

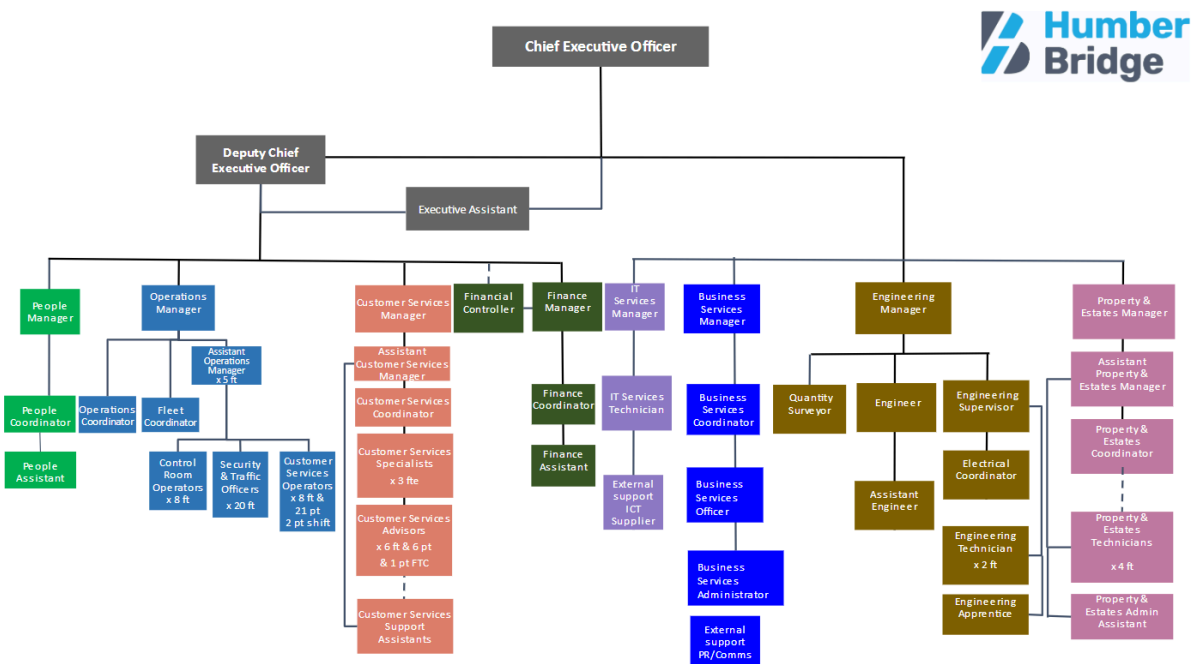
- Monitoring technologies and infrastructure implemented within the HBB.
- Providing the role of the first point of contact and potential point of resolution for the day to day functions related to all IT systems, networks and software applications that are in place at HBB.
- Ensuring that user endpoints are secure, reliable, and optimised for performance.
- Supporting critical business projects when required.
- Contributing to the development of the IT Services Business Continuity Plans as they evolve.
- Coordination or supervision of external IT service providers as required.
- Working across the organisation to provide support, advice and guidance to end users on IT Services.
- Assist in Investigating and implementing new technologies and provide knowledge to colleagues about how these could potentially be used within the HBB.

PRINCIPAL ACCOUNTABILITIES:	
	<p>Strategy and Organisation Development</p> <ul style="list-style-type: none"> ● Responsible to the IT Services Manager for direction and efficient running of the IT Services department. ● Contribute to the effective use of IT policies and procedures to perform normal duties related to the implementation, monitoring and effectiveness of all IT Services equipment across the sites. ● Ensure HBB is sighted on technology developments and remains resilient in delivering the objectives and IT strategy
	<p>Customer Focus</p> <ul style="list-style-type: none"> ● Work with any colleague or external contacts to ensure the effective delivery of departmental services. ● Departmental IT service requirements include, but are not limited to: <ul style="list-style-type: none"> ○ Google Suite and Microsoft Office 365 using Windows 10/11. ○ Virtual Desktop Infrastructure. ○ Microsoft Windows Server, Core Infrastructure Server, Hardware, Virtualisation, Exchange/Office 365, Azure. ○ Active Directory/Azure Active Directory. ○ Firewall and Network (VLANs, DNS, DHCP) management. ○ Virtualisation Products (Hyper-V; Vmware).
	<p>Leadership</p> <ul style="list-style-type: none"> ● Provide supervision to external service delivery suppliers. ● Act as deputy to IT Service Manager when authorised.
	<p>Financial</p> <ul style="list-style-type: none"> ● Responsible for following procurement and purchasing procedures within authorised budgets.
	<p>Policy</p> <ul style="list-style-type: none"> ● Responsible for contributing to the review of Policies within the IT Services department.
	<p>Statutory Obligations</p> <ul style="list-style-type: none"> ● Responsible for ensuring policy and strategy within IT Services area complies with statutory legislation, Humber Bridge Acts, HBB Policies and Procedures and the Constitution ● Ensure compliance with audit protocol ● Comply with Data Protection and General Data Protections Regulations (GDPR) and ensure the security of employee information in accordance with legislation and best practice. ● Respond to Compliance matters in conjunction with the IT Services Manager and Data Protection Officer

CORPORATE RESPONSIBILITIES:	
1.	<p>GENERAL</p> <p>The above principal duties and responsibilities do not include or define all the tasks which may be required to be undertaken. The postholder must be flexible to ensure the operational needs of the organisation are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.</p>
2.	<p>DIGNITY AT WORK</p> <p>To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people’s differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes equal opportunities across the business.</p>
3.	<p>HEALTH AND SAFETY</p> <p>The Health and Safety at Work etc Act 1974 and associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board’s overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Board’s Health & Safety policy and associated procedures.</p>

JOB CHARACTERISTICS: The post has the following characteristics	
✓	Postholder will have specialist knowledge with relevant experience gained within the job type, specifically general IT Support.
✓	Role will involve customer service elements, assisting colleagues and third parties with IT related issues.
✓	Role has minimal managerial aspect with independent operating and delivering of broad objective requiring minimal supervision and direction.
✓	Role has requirement to identify and establish relevant policies and practices within their specific area of responsibility.
✓	Role is required to manage/monitor/direct financial plans and budgets in line with corporate policy.
✓	Willingness to work outside of core hours to maintain the HBB systems.

ORGANISATION CHART: The chart shows this post, its peers, reporting lines and management tier



RESOURCE MANAGEMENT:	
●	<p>Direct Responsibility for:</p> <ul style="list-style-type: none"> Being the first point of contact for IT Services related issues. Being proactive in monitoring IT Systems and Infrastructure to identify potential issues before they develop into problems.
●	<p>Responsibility for Customers:</p> <ul style="list-style-type: none"> The postholder is expected to be able to take ownership of issues raised that impact colleagues, customers and other third parties that use HBB IT Services in carrying out their day to day activities in ensuring HBB delivers the objectives of the Strategic Plan.
●	<p>Direct Responsibility for Budgets:</p> <ul style="list-style-type: none"> No direct responsibility of budgets
●	<p>Responsibility for Physical Resources / Assets:</p> <p>The IT Services Technician is expected to be able to support all technologies implemented within the HBB, including but not limited to the following;</p> <ul style="list-style-type: none"> Google Suite; Microsoft 365; SAGE Line 50, VDI; Microsoft Windows Server,

	<p>Physical Network Infrastructure, Server Hardware, Windows 10/Windows 11, Firewalls, Network configuration (VLANs, DNS, DHCP), Hyper-V</p> <ul style="list-style-type: none"> ● Laptops, PC's, PDQs, Printers, Mobile phones, VOIP systems, Screen casting solutions. ● CCTV interfaces and equipment
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WORKING RELATIONSHIPS:	
1.	<p>Within own Function:</p> <ul style="list-style-type: none"> ● Develop professional working relationships to support, challenge and inform decision making, offering innovative and feasible solutions ● External service providers
2.	<p>Within the wider Business:</p> <ul style="list-style-type: none"> ● Managers - develop professional working relationships to support, challenge and inform decision making, offering innovative and feasible solutions ● Data Protection Officer - collaborate on data protection matters ● Colleagues - engage and communicate on service related matters
3.	<p>External Parties to the Business:</p> <ul style="list-style-type: none"> ● Auditors - collaborate on operational aspects for audit purposes ● External suppliers - develop professional working relationships to manage contracts and Service Level Agreements

WORKING CONDITIONS INCLUDING PHYSICAL & EMOTIONAL DEMANDS

	<p><i>State for each: Not Applicable, Low, Moderate, High, Very High, Intense</i></p>	<p>Supporting Information (if applicable)</p>
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<p>PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).</p>	<p>Low</p>	
<p>WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).</p>	<p>Low</p>	
<p>EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.</p>	<p>Low</p>	

<p>PERSON SPECIFICATION</p>			
<p>The information listed as essential is used as part of the job evaluation process.</p> <p>The requirements identified as desirable are used for recruitment purposes only.</p>		<p>Essential or Desirable</p>	<p>How identified A - Application/CV C - Certification I - Interview P - Presentation T - Test/Assessment</p>
<p>1.</p>	<p>Qualifications:</p>		
	<p>Apprenticeship or equivalent level of experience in an IT Support environment</p>	<p>E</p>	<p>A/C</p>
	<p>Health and Safety Qualification - IOSH or equivalent</p>	<p>D</p>	<p>A/C</p>
<p>2.</p>	<p>Relevant Experience:</p>		
	<p>Demonstrable experience of IT Support Desk activities</p>	<p>E</p>	<p>A/I</p>
	<p>Experience and being a part of IT projects</p>	<p>E</p>	<p>A/I</p>
	<p>Experience of actioning change management processes and implementing new ways of working</p>	<p>E</p>	<p>A/I</p>

	Ability to interact and communicate with colleagues at different of technical abilities	E	A/I
	Experience of delivering solutions to issues across multiple platforms	E	A/I
3.	Skills (including thinking challenge/mental demands):		
	Able to challenge processes constructively, and to introduce improvements	E	A/I
	Ability to plan ahead / organise / prioritise and follow up	E	A/I
	Ability to synthesise and prioritise complex and potentially conflicting demands, understand and absorb information and resolve problems.	E	A/I
	Ability to analyse problems, situations and information, think laterally and present innovative and feasible solutions	E	A/I
4.	Knowledge:		
	Possess skills and developing knowledge to provide in-depth support to a technical or operational service. This should include but is not limited to: <ul style="list-style-type: none"> • Windows 10/Windows 11 Troubleshooting • Firewall Troubleshooting • Network Troubleshooting (VLANs, DNS, DHCP) • Knowledge of recovery techniques in the event of cyber incidents. 	D	A/I
	Able to adjust focus in a changing environment to deliver solutions.	E	A/I
	Understand how government policy/legislation impacts on HBB strategy and objectives	D	A/I
	Ability to analyse and solve problems with an appreciation of possible longer-term implications	E	A/I
	Uses knowledge of services to be able to make informed decisions on requirements to further develop the service.	E	A/I
5.	Interpersonal/Communication Skills:		
	Verbal Skills		
	Driven, determined, hands on, pragmatic, confident and	E	A/I

personable		
Ability to establish professional, effective working relationships with a range of partners/colleagues, volunteers and external parties	E	A/I
Ability to build and manage effective relationships with stakeholders	E	A/I
Strong analytical skills with the ability to process complex information and explain/present the information	E	A/I
High level of communication and interpersonal skills. Clearly spoken with good telephone and face-to-face and skills	E	A/I
Innovative and proactive in a complex environment with a willingness to adapt to new technologies and processes.	E	A/I
Demonstrates integrity in all business interactions and honours personal commitments.	E	A/I
Written Skills		
Ability to write structured and concise reports	E	A/I
6. Other: If there aren't any state 'none'		
None		









The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.

7. HBB’s Mission Statement is: “keeping the region connected, whilst providing safe, sustainable and reliable use of the bridge and estate” and key to this are the values listed below



Embedding our values into working practice – Our Behaviours

	Value	Meaning	Supporting Behaviours
	Healthy and safe	Creating a healthy and safe environment for everyone	<ul style="list-style-type: none"> • Take responsibility for health and safety • Be Supportive, empathetic, and caring • Wellbeing is at the heart of what we do
	Unique	We are a regional icon	<ul style="list-style-type: none"> • Pride in what we do • Demonstrate resilience • Embrace flexibility
	More than a Bridge	The bridge is a community, and the community is the bridge	<ul style="list-style-type: none"> • Engaged with our community • Promote and demonstrate inclusivity • Be an ambassador of the Humber Bridge
	Best at what we do	Be the best at what we do and exceed expectations	<ul style="list-style-type: none"> • Accountable and behave with integrity • Bring a positive attitude • Customer focussed in all that we do
	Everyone matters	Everyone is important and everyone matters	<ul style="list-style-type: none"> • Respect for everyone • Always act with consideration • Always work together
	Resourceful	Innovative and efficient in the approach to using our limited resources	<ul style="list-style-type: none"> • Innovative in our approach • Transparent with our decisions • Be efficient to get the best results

8.	Disclosure of Criminal Record:	
	<i>Note: For Standard, Enhanced, Enhanced & Barring List Disclosures the candidate is required to declare full details of everything on their criminal record. In any event where the post holder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.</i>	
	Is a DBS Disclosure Required? Mark as essential if the post holder requires a DBS disclosure with a satisfactory check as a condition of their employment.	N
State type of check required: <i>no disclosure, Basic, Standard, Enhanced, Enhanced & Barring List Disclosure</i>	N/A	

JOB DESCRIPTION & PERSON SPECIFICATION



I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role. I also understand the job description may need to change over time and this will be done by consultation.

Signed by:	
Name:	
Date:	