



BPP Job Description

Job Title **IT Support Technician**

Department **Technology**

Location **Home and office based**

Travel requirements (if applicable) **Travel will be required to other BPP sites**

Contract type **Full time and permanent**

Hours of work **37.5 hours per week**

Reporting lines **IT Support Team Leader**

Job Purpose

This role is suitable for an entry level candidate who is looking to start a career in IT Support. The primary duty of the IT Support Technician is to deliver IT services for BPP staff and student environments, ensuring effective delivery of hardware provision and technical support.

The team ensures that IT hardware including, classroom-located devices, laptops and mobile phones are provisioned, maintained, and supported to a high professional standard whilst interacting with staff and students.

Success in the role will ensure the smooth running of technology across BPP's estate maximising service delivery of educational services to our customers and the productivity of BPP's internal business services.

Key Responsibilities

- Resolving incident and request tickets using effective ticket management practices and to required KPI's
- Build Desktops and Laptops using SCCM/Intune
- Provision staff New Starter accounts and manage the set up and access to all related software
- Manage staff leaver process from retrieving hardware to disabling all access
- Hardware request fulfilment
- Monitor and maintain stock levels, ensuring the Asset register and stockrooms are kept up to date in Service Now
- Escalate issues to the IT Support Specialists or IT Support Team Leader as appropriate
- Create and maintain knowledge articles in Service Now
- Assist with any new or ongoing IT related projects
- Deal with walk ups in the office in a friendly, professional manner

- Assist with the maintenance of IT equipment at BPP sites
- Any other tasks as requested by the IT Support Team Leader or IT Support Manager

Skills, experience & qualifications required - Essential

- Demonstrates a strong passion for IT and Technology
- Self-motivated and committed
- Excellent communication skills, with the ability to communicate in both technical and non-technical forums
- Knowledge of Office 365 applications
- Knowledge of Window Operating Systems
- Be ambitious and proactive with a willingness to learn

Skills, experience & qualifications required - Desirable

- Microsoft 365 Certified: Fundamentals
- Microsoft Certified: Azure Fundamentals
- Demonstrable knowledge of Active Directory and Group Policies
- Desktop and Laptop imaging using SCCM/Intune
- Desktop and laptop troubleshooting
- Projector and AV support and troubleshooting