

Job Description: Technical Operations Technician



Function:	Sodexo Justice Services
Position:	Technical Operations Technician
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	<i>name</i> , Technical Operations Manager
Additional reporting line to:	
Position location:	

1. Purpose of the Job – State concisely the aim of the job.

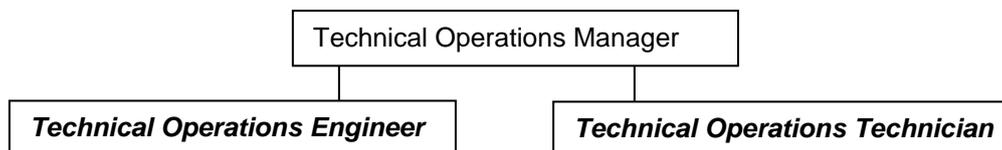
- Develop and propose changes to enhance the delivery of service to customers of the SJS, Education and Healthcare networks as well as the CCTV/alarm/Cell Call and phone systems.
- Provide assistance to customers using the SJS, healthcare and education networks and CCTV, alarm and cell call systems to enable them to make effective use of these systems and equipment.
- Work with the Tech Ops Engineer and Tech Ops Manager to identify problems and find workarounds and permanent resolutions.
- Log all incidents and act as a 1st point of contact for the site IT dept.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

- Characteristics
- There are no financial or staff responsibilities associated with this role
 - Other: Occasional travel to other sites may be required

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Prioritisation and management of incidents is key to this position
- All networks must be managed in line with relevant IS&T Security and information assurance standards including but not limited to ISO27001, GDPR, MoJ & SPS accreditation
- Adherence to the Sodexo IS&T policies and procedures is essential

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Completion of daily checks.
- Completion of daily tool checks and supporting documentation
- Logging of all calls.
- Processing of basic change requests e.g. new user setup, file/folder access, leaver forms
- Checking and release of emails through MailMarshal
- Escorting of 3rd party contractors
- Production of FAQ guides for all supported systems
- Take ownership of the ordering process for the site. Raising and tracking POs, placing orders, taking delivery of orders, completion of GRN forms and resolution of any issues with orders
- Installation of new equipment, Fax's, phones, scanners, printers.
- General housekeeping e.g. Stock taking and control, ensuring the IT office is maintained to an acceptable standard reducing negating any health and safety risks.
- Completion of the Quarterly security group audit

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- All new starters setup in a timely manner
- All calls logged correctly
- All daily check sheets and tool checks completed and submitted to schedule.
- Incidents are resolved in a timely manner
- Standard changes are processed to agreed time scales
- Incidents and requests are effectively documented to ensure fully visibility of status

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- First-rate knowledge/familiarity with MS Office (2010, 2013, 2016 and office 365)
- Excellent knowledge of Windows 7 & Windows 10
- Previous experience in a First Line Systems support or similar IT role would be advantageous
- Ability to work individually or as part of a pro-active team.
- Attention to detail.
- Ability to prioritise workload
- Able to obtain SC clearance & Disclosure Scotland
- Ability to work outside normal office hours as dictated by projects/incidents

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- | |
|---|
| ▪ Growth Client and Customer Satisfaction, Quality of services provided |
| ▪ Rigorous Management of Results |
| ▪ Intellectual agility and eagerness to learn |
| ▪ Innovation and Change |
| ▪ Delivering Stretched Results |

9. Management Approval – To be completed by document owner

Version	1.2	Date	20-02-2018
Document Owner			