



Information Technology

## Job Overview

# Pathway to IT Support Technician *(Degree apprenticeship opportunity)*

- £22,500 per annum, pro rata
- Annual salary increments plus cost of living increases
- Qualified salary £28,000 circa per annum, pro rata
- V72, St Asaph/hybrid working
- 37 Hours a week

*Pathway Entry: 3 A levels required*

*Qualifications: IT related qualification or by evidenced experience*



@ClwydAlyn



# Person Specification

## Purpose

The IT Support Technician typically involves providing technical assistance and support to the organization's staff and residents in utilising computer hardware, software, networks, and other IT systems effectively.

## Key responsibilities

- Provide timely and effective technical support to end-users, ensuring minimal disruption to their workflow.
- Perform troubleshooting and resolution for software applications, operating systems, and hardware peripherals such as printers, scanners, and monitors.
- Conduct system diagnostics to identify and resolve issues related to network connectivity, system performance, and software functionality.
- Collaborate with vendors and third-party service providers to escalate and resolve complex technical issues.
- Maintain an inventory of hardware and software assets, including serial numbers, licenses, and warranty information.
- Coordinate and perform software installations, updates, and patches across all organizational devices.
- Assist in the planning and execution of IT projects, including system upgrades, migrations, and deployments.
- Conduct regular maintenance tasks, such as updates and system optimization, to ensure optimal performance and security.
- Create and maintain documentation, including user guides, FAQs, and knowledge base articles, to facilitate self-service troubleshooting for end-users.
- Participate in the development and implementation of IT policies, procedures, and standards to ensure compliance with regulatory requirements and industry best practices.
- Monitor IT infrastructure and systems for security vulnerabilities, malware infections, and unauthorized access attempts, taking appropriate action to mitigate risks and safeguard sensitive data.
- Provide technical assistance during onboarding and offboarding processes, including account provisioning, access control, and data migration.
- Conduct user training sessions and workshops to enhance digital literacy and promote best practices for IT security and productivity.
- Foster a customer-centric approach to IT support, emphasising empathy, patience, and effective communication in all interactions with end-users.
- Stay informed about emerging technologies, trends, and advancements in the field of IT support, and proactively seek opportunities for professional development and skill enhancement.
- Provide after-hours support as needed for critical incidents, system maintenance, and scheduled upgrades, adhering to established escalation procedures and service level agreements (SLAs).
- Adhere to ITIL guidelines to ensure work is completed efficiently and effectively, promoting consistency and quality in IT service delivery.
- Collaborate with other IT Support Technicians on a rota system to cover core Helpdesk hours, fostering teamwork and flexibility to achieve service objectives across multiple ClwydAlyn sites.
- Monitor, maintain, and support Active Directory, ensuring accuracy by reconciling against the Asset Management database.
- Assist in monitoring and supporting the Virtual Server environments.
- Aid in monitoring the Virtual Desktop environment, providing initial analysis of issues, and recommending solutions, including maintenance of the Thin Client environment.
- Support the monitoring of backup job success, escalating failures.

# About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.



# Why work for us?

## Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



### You can apply in a number of ways:

#### The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

#### Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

**Ffôn/Tel: 0800 1835757**  
**Ebost/Email: [help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk)**

**apply at [clwydalyn.co.uk](https://clwydalyn.co.uk)**  
**applications close 14 May**

*This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.*