

*Department: Information Technology*

## *Job Overview*

# IT Support Technician

Permanent Position

- £32,154.68
- St Asaph Business Park
- 37 hours a week (Covering hours between 8am and 5pm)
- Monday to Friday
- Office Based working required



@ClwydAlyn





## Job Overview

### IT Support Technician

<b>Department:</b>	Information Technology
<b>Salary</b>	<b>£32,154.68 per annum</b>
<b>Location:</b>	St Asaph Business Park – Office Based
<b>Hours:</b>	37 hours a week (Covering hours between 8am and 5pm)
<b>Job purpose:</b>	<p>The IT Support Technician is responsible for providing effective day-to-day technical support across ClwydAlyn, ensuring that staff can work with minimal disruption - whether on-site or remotely. This includes responding to support requests, troubleshooting hardware and software issues, managing user accounts, and maintaining IT systems and equipment. The role also supports onboarding and offboarding, performs routine maintenance, and helps ensure accurate records of IT assets are maintained.</p> <p>In addition to daily responsibilities, the technician contributes to ClwydAlyn’s longer-term IT objectives by supporting system upgrades, infrastructure projects, and continuous service improvements. They also play a key role in keeping systems secure, compliant, and aligned with best practices through adherence to policies, documentation, and proactive maintenance.</p> <p>Excellent customer service is central to the role. As a first point of contact for technical support, the technician must demonstrate professionalism, patience, and clear communication at all times. A calm, user-focused approach helps ensure colleagues feel supported and confident in their use of technology - contributing to a productive and inclusive digital working environment.</p>
<b>Qualifications:</b>	<p>BTEC Level 3+, NVQ Level 3+, A Levels or Degree in IT Related Subjects plus 2 Years Experience in an IT Helpdesk role or similar</p> <p>Or CompTIA A+ (Plus), Microsoft Certification or other recognised IT certification/qualification plus 2 Years Experience in a Helpdesk role or similar</p> <p>Or Relevant Technical Experience in an IT Helpdesk role or similar of 3 years</p>
<b>Essentials:</b>	<p>You’ll need a full driving licence and access to a car, as some of our schemes are in rural or remote areas that aren’t easily accessible by public transport.</p> <p>Appointment to this role is subject to an Enhanced DBS check, which will be arranged and paid for by ClwydAlyn</p>

## Job Overview

# IT Support Technician

### Is this role right for me?

If you're passionate about technology and want to use your skills to make a real difference, this could be the ideal role for you. At ClwydAlyn, we're not just about homes - we're about building better lives and stronger communities. With nearly 800 staff working across North and Mid Wales, we're committed to tackling poverty and promoting wellbeing, guided by our values of *Trust, Hope, and Kindness*. As an IT Support Technician, you'll play a vital role in helping our teams deliver essential services - providing the reliable technical support that keeps everything running smoothly behind the scenes.

This role is a great fit if you enjoy variety and like getting hands-on with all things IT. From setting up devices and supporting colleagues with day-to-day tech challenges, to helping roll out new systems and ensuring consistent performance across multiple sites and remote teams, you'll be involved in a wide range of tasks. You'll be someone colleagues can rely on for clear guidance, a calm approach, and helpful support - especially when things aren't working as they should. Your ability to explain technical solutions in a straightforward and friendly way will be just as valuable as your technical problem-solving skills.

Supporting staff across different sites and working environments, you'll need to be approachable, patient, and confident in your communication - able to assist users of all levels and build strong working relationships. You'll bring solid time-management skills, a good working knowledge of IT systems, and a methodical, proactive approach to troubleshooting. You should also be naturally curious and proactive in your learning, with the ability to independently research, adapt to new tools, and recommend emerging technologies that could enhance support and service delivery. A natural team player, you'll thrive in a fast-paced environment where no two days are the same - and where your work directly supports colleagues who are making a real difference in people's lives.



# IT Support Technician

### Key Duties:

#### User Support

- Provide timely and effective technical support to end-users, ensuring minimal disruption to their workflow.
- Support staff across various sites and remote locations with a friendly, patient, and clear approach - tailoring communication to users of all technical levels.
- Log, track, and prioritise incidents and service requests using the organisation's IT ticketing system, ensuring timely resolution and communication.
- Work within agreed service level targets (SLAs), ensuring consistent, high-quality support and escalating issues where appropriate.
- Deliver technical assistance during onboarding and offboarding processes, including account setup, access control, and data migration.
- Conduct user training sessions and workshops to improve digital confidence and promote best practices for IT security and productivity.
- Maintain a customer-focused approach in all interactions, emphasising empathy, clarity, and efficient problem resolution.
- Ensure IT support is inclusive and accessible, meeting the varied needs of users across the organisation.

#### Technical Troubleshooting & Maintenance

- Troubleshoot and resolve issues related to software applications, operating systems, and hardware such as laptops, desktops, printers, and monitors.
- Provide support for mobile devices, including configuration, troubleshooting, and connectivity.
- Conduct system diagnostics to address network connectivity, system performance, and software functionality issues.
- Coordinate and perform routine maintenance and software updates across all organisational devices to ensure security and reliability.
- Assist in monitoring and supporting the Virtual Server environments.

- Aid in monitoring the Virtual Desktop environment, including Thin Client systems - identifying issues and recommending solutions.
- Support the monitoring of backup job success, escalating failures appropriately.
- Monitor, maintain, and support Active Directory, ensuring data integrity by reconciling with the Asset Management database.

#### Infrastructure & Projects

- Assist in the planning and delivery of IT projects, including infrastructure upgrades, system migrations, and new technology rollouts.
- Support procurement activities by helping evaluate, recommend, and prepare hardware and software for deployment.
- Contribute to the full IT asset lifecycle, including device setup, redeployment, tracking, and secure disposal in line with data protection guidelines.
- Collaborate with vendors and third-party providers to escalate and resolve complex technical issues.
- Assist with software licensing management to ensure compliance with vendor agreements and internal policies.
- Monitor IT infrastructure for potential security risks such as malware or unauthorised access and take appropriate actions to mitigate threats.
- Support business continuity planning by contributing to disaster recovery testing and documentation where required.

#### Documentation, Compliance & Standards

- Create and maintain clear documentation including user guides, FAQs, and knowledge base articles to support self-service and team consistency.
- Contribute to the development and implementation of IT policies, procedures, and standards, ensuring compliance with relevant regulations and industry best practice.
- Adhere to ITIL guidelines, promoting a structured, consistent approach to service delivery.

#### Team Collaboration & Development

- Work collaboratively with other IT Support Technicians on a rota to cover core Helpdesk hours across multiple ClwydAlyn sites.
- Mentor and support junior IT colleagues by offering guidance, sharing knowledge, and encouraging their development through hands-on experience.
- Stay informed about emerging technologies and trends, actively seeking opportunities for professional development and continuous improvement.

# 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 – Benefits

As well as making sure staff have access to a free meal each day, other benefits include:



## Health benefits

We offer a range of health related benefits including a Cycle to Work scheme, Eye Care scheme and Health Care Cash Plan.

We also offer a free and confidential counselling service to all staff.



## Annual Leave

We offer 25 days plus bank holidays increasing to 30 days after 5 years' service.

Additional flexibility to buy and sell up to 5 days annual leave (pro rata).



## Enhanced sickness pay

Enhanced sickness pay after 1 years service rising to a maximum of 3 months full pay, 3 months half pay.

In serious and life threatening situations we agree support on an individual basis.



## Dedicated Wellbeing Support

We know that fostering high levels of wellbeing is good for people, the organisation and the communities we work within. We are committed to creating positive, flexible working environments where individuals and communities can thrive.

We have a dedicated Workplace Wellbeing Team and we provide a wide range of support and wellbeing-related benefits to support good mental, physical and social wellbeing.



## Families are important

We offer 4 months full pay and 5 months half pay when on Maternity, Adoption or Shared Parental Leave.

We also offer an agile and flexible working environment to support families and carers.



## Pension

Defined Contribution pension scheme with matched contributions (up to 8%) and death in service benefit 3 times your salary.



## Financial wellbeing and support

We offer a range of support including access to savings and loans through a credit union, access to support from our in-house Welfare & Money Advice Team and access to a free lunch for all staff.



## Learning & Development

Investing in the personal development of staff to reach their potential is our priority.

Through formal training, on the job learning, coaching and mentoring, we provide a learning environment that is supportive for each person to build skills that will help them be great in their job today but also enable them to grow a career with us for the future.

# How to Apply?



## 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 183 5757  
**Ebost/Email:** [recruitmentca@clwydalyn.co.uk](mailto:recruitmentca@clwydalyn.co.uk)



*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.*