



ClwydAlyn

Department: Information Technology

Job Overview

Pathway to IT Support Technician

Permanent Position

- **Starting Salary:** £23,582 per annum
- **Stage 2 Salary:** £28,138 per annum
- **Completed Pathway Salary:** £32,154 per annum
- **Location:** St Asaph Business Park
- **Hours of work:** 37 hours a week
(Covering hours between 8am and 5pm) working Monday to Friday - Office Based

Entry Requirements

- Either a BTEC Level 3, NVQ Level 3+, A Levels or Degree in IT Related Subjects
Or
- CompTIA A+ (Plus), Microsoft Certification or other recognised IT certification/qualification

A full UK driving licence is required.



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IT Support Technician

Department:	Information Technology
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Completed Salary	£32,154 per annum
Location:	St Asaph Business Park – Office Based
Hours:	37 hours a week (Covering hours between 8am and 5pm)
Job purpose:	<p>Start your career in IT while making a difference. This is an exciting opportunity to knowledge and a technical experience while working for ClwydAlyn, a values-driven housing association with a mission to beat poverty.</p> <p>You'll be part of our busy IT team, helping to keep systems running smoothly across the business. From setting up laptops and managing accounts to supporting colleagues and working on infrastructure projects, you'll gain practical experience from day one.</p>

Our IT Pathway offers:

- A permanent role with clear pay progression
- On-the-job training, mentoring, and 35 hours of Continuing Professional Development (CPD)
- Microsoft Certified Qualifications
- Experience across helpdesk support, system security, project work, and more.

You'll also be contributing to our wider social impact — supporting digital inclusion, sustainable housing, and community wellbeing.

We're looking for someone who is curious, committed, and ready to learn.

In return, you'll be part of an organisation that lives its values of Trust, Kindness and Hope, with excellent benefits and pension options and where your work makes a real difference.

Entry Requirements

- Either a BTEC Level 3, NVQ Level 3+, A Levels or Degree in IT Related Subjects
- Or
- CompTIA A+ (Plus), Microsoft Certification or other recognised IT certification/qualification

A full UK driving licence is required and access to a car, as some of our schemes are in rural or remote areas that aren't easily accessible by public transport.

Appointment to this role is subject to an Enhanced DBS check, which will be arranged and paid for by ClwydAlyn



ClwydAlyn | *Pathways*

Pathway to IT Support Technician

Technical Route



Entry Requirements

- BTEC Level 3, NVQ Level 3+, A Levels or Degree in IT Related Subjects
Or
- CompTIA A+ (Plus), Microsoft Certification or other recognised IT certification/qualification

Pathway to IT Support Technician

STAGE ONE

- Starting Salary £23,582.39
- Company and Health & Safety Induction
- Basic knowledge of the companies IT systems and learning the essentials
- ITIL 4 Foundation - IT Service Management Course & Certification
- Microsoft 365 Fundamentals AS-900 Course & Certification
- Microsoft Azure Fundamentals AZ-900 Course & Certification
- On the job training (See development plan below)



Pathway to IT Support Technician

STAGE TWO

- Salary £28,138.53
- Intermediate knowledge of the companies IT systems and comfortable Microsoft 365 Certified: Teams Administrator MS-700 Course & Certification completing day to day tasks
- Microsoft 365 Collaboration Communications Systems Engineer MS-721 or
- Azure Administrator AZ-104 or Server Hybrid Administrator AZ-800/801 Course & Certification
- On the job training (See development plan below)



Pathway to IT Support Technician

STAGE THREE

- Salary £32,154.68
- Demonstrate a wide variety of knowledge and skills required for the role as well as undertaking lone working and IT projects
- Microsoft Certified in Microsoft 365 & Azure Administrator
- Ongoing 37 hours CPD p.a



IT Support Technician

IT Support Technician (*Trainee*)

STAGE ONE

Qualifications (Funded): Microsoft 365 Fundamentals AS-900 & Microsoft Azure Fundamentals AZ-900 Certified | ITIL 4 Foundation - IT Service Management Certification

Knowledge/Skills:

- Company and Health & Safety Induction
- Shadow various key departments to gain a broader understanding of IT Support within the organization.
- Develop familiarity with the company's hardware and software systems.
- Acquire knowledge of IT Helpdesk policies and procedures.
- Provide technical assistance during onboarding and offboarding processes, including account provisioning, access control, and data migration.
- Assist and perform software installations, updates, and patches across all organizational devices.

Behaviours:

- Demonstrate the company's core values of Hope, Trust, and Kindness.
- Display strong customer service and communication abilities.
- Capacity to follow instructions and eagerness to acquire new skills.
- Demonstrate reliability in tasks and responsibilities.
- Aptitude for collaborative teamwork.

Courses & Qualifications:

ITIL 4 Foundation - IT Service Management Course & Certification
Microsoft 365 Fundamentals AS-900 Course & Certification
Microsoft Azure Fundamentals AZ-900 Course & Certification

Stage 1 – Completed 12 Months from Start date and meeting the requirements outlined here

IT Support Technician (*Trainee*)

STAGE TWO

Qualifications (Funded): Microsoft 365 Collaboration Communications Systems Engineer MS-721 or Microsoft 365 Certified: Teams Administrator MS-700 & Azure Administrator AZ-104 or Server Hybrid Administrator AZ-800/801 Certified

Knowledge/Skills

- Adhere to ITIL guidelines to ensure work is completed efficiently and effectively, promoting consistency and quality in IT service delivery.
- 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.
- 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.

Behaviours:

- Demonstrate the company's core values of Hope, Trust, and Kindness.
- Display excellent customer service and communication abilities.
- Capacity to follow instructions and eagerness to acquire new skills.
- Demonstrated reliability in tasks and responsibilities.
- Aptitude for collaborative teamwork.
- Highly reliable

Courses & Qualifications:

Azure AI Engineer AI-102 Course & Certification
Azure Administrator AZ-104 or Server Hybrid Administrator AZ-800/801 Course & Certification

Stage 2 - Completed 12 Months after Stage1 and meeting the requirements outlined here

IT Support Technician (*Trainee*)

STAGE THREE

Qualification: Microsoft Certified in Microsoft 365 & Azure Administrator

Knowledge/Skills:

- Providing our internal and external customers with a quality support service by the speedy diagnosis of IT equipment and software problems and taking prompt corrective action and managing cases from start to completion, in line with SLA standards.
- Ongoing 35 hours CPD p.a..

Behaviours:

- Demonstrate the company's core values of Hope, Trust, and Kindness.
- Display excellent customer service and communication abilities.
- Capacity to follow instructions and eagerness to acquire new skills.
- Demonstrated reliability in tasks and responsibilities.
- Aptitude for collaborative teamwork.
- Highly reliable.

At the end of your pathway, you will have reached the role of IT Support Technician at ClwydAlyn.

You will already be established as a key member of the IT team, confidently providing support to both staff and residents. You'll have built the technical skills to troubleshoot and resolve a broad range of issues involving hardware, software, printers, scanners, and network connectivity.

You will be experienced in managing user accounts through Active Directory, monitoring virtual environments, and supporting thin client systems and backups. You'll be involved in software installations and upgrades, helping to deliver IT projects such as system migrations and rollouts.

Your role will also extend beyond fixing issues, you'll be helping others develop digital skills through training sessions, creating helpful user guides, and promoting secure, efficient use of technology. You'll be trusted to manage assets, respond to security threats, and work closely with third-party providers to resolve more complex issues. Most importantly, you'll be known for your calm, customer-focused approach, clear communication, and ability to work flexibly with your teammates to keep systems running smoothly across all ClwydAlyn sites.

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.

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.

For an informal discussion about the role
Contact nick.peers@clwydalyn.co.uk who
Will be happy to answer any questions you
may have.

Good Luck.