Employer: Tyne Housing Association Ltd

Vacancy: ICT Assistant

Hours: 25-30hpw

Salary: £12.21 per hour

Working pattern: Monday – Friday

Reporting to: Systems and Business Performance Manager

Number of vacancies: 1

Job purpose:
To provide practical support to the Systems and Business Performance Manager and ICT Technician.

Key Responsibilities:

- To provide practical support to the Systems and Business Performance Manager and ICT Technician.
- Onboard and Offboard staff, set up hardware (laptops/phones) for new members of staff. (Follow a step by step guide on how and what to install on new devices).
- Create Logins, reset passwords for various systems.
- Create office door entry fobs.
- Monitor ICT Helpdesk and support ICT Technician with solutions when possible.
- Generate resident Wifi passwords.
- Maintain a high degree of customer service for all support areas, establishing good relationships with co-workers and employees in all departments.
- Monitor ICT stock inventory and advise when stock is low.
- Downloading CCTV footage as and when requested by senior management .

    ICT experience is considered beneficial but not essential to this role, however the ability to be able to navigate various ICT systems is essential. All tasks and systems have a support guide detailing a step by step process for completing each task. An extensive knowledge of these systems is not essential.

Essential skills, experience and qualifications

Person Specification
The essential skills and experience we are looking for:
- Good listening skills and comfortable communicating with a wide range of people
- Approachable
- Honest and truthful - straight talking
- Tenacious - getting things done
- Takes pride in our work
- Take responsibility for each other - going the extra mile
- Competent IT skills - willingness to learn new systems

Values are at the core of Tyne Housing to learn more about our Values visit
https://www.tynehousing.org.uk/work-with-us/careers/