



## **Vacancy: I.T. Support Assistant - Modern Apprentice**

**The Port of Cromarty Firth is a Trust Port which exists to improve, safeguard and develop the Cromarty Firth as a Port for the benefit of stakeholders and is a self-financing commercial business.**

An exciting opportunity has arisen for an I.T Support assistant to join the team through a modern apprenticeship programme. The role will be based at facilities owned and operated by Port of Cromarty Firth, based in Invergordon. Reporting to the IT Systems Engineer, the successful candidate will be first line support and maintenance of information & communication technology systems/security systems.

### **Key Responsibilities:**

- Assist the IT Systems Engineer ensuring the systems are running at optimum performance with minimum down time.
- Monitor and maintain IT systems as required, including hardware, operating systems, security systems, telephone system, data network and back-up.
- Assist with software installations, upgrades and patching.
- Investigate and resolve support requests logged by users.
- Physical attendance at Port premises to investigate, coordinate and resolve open support requests and provide proactive maintenance.
- Administer user accounts within the Active Directory environment (local and remote) in order to provide secure and efficient access to email, standard and non-standard software and systems.
- Provide reports and analysis with regards to the IT systems and user support statistics and other data.
- Contribute to IT projects and work to timescales and within costs.
- Provide holiday/absence cover for the IT Systems Engineer, and emergency out-of-hours IT support on a rota basis.
- Occasional pre-arranged weekend work as required to maintain or upgrade IT systems and infrastructure.
- Demonstrate discretion and trustworthiness when dealing with confidential or sensitive information.
- Commitment to the highest standards of security and safe working in a controlled Port environment.
- Required to maintain the internal call logging system, recording support calls from colleagues and following them through to closure. Either using designated remote support tools or by attending colleague locations, you will assess, diagnose and, where possible, solve hardware, software and network problems, escalating them to the IT Systems Engineer as necessary.
- You will process new start requests, change requests and leaver notifications as required, including new laptop/desktop standard builds, mobile configurations, new user accounts and permissions management.
- You will ensure compliance with all relevant security and data protection requirements and standards, either internal or external.
- You will actively monitor the health and status of IT systems, performing maintenance or remedial work as directed by the IT Systems Engineer
- Liaising with contractors as required. Compliance with all service processes
- Work on a CPD basis, attending training and development sessions in line with your personal training plan, on occasion out with your normal hours of work, to ensure the required level of competence.

- Other duties as required from time to time in order to meet the needs of the business

**Key Qualifications & Experience:**

- Ability to work towards a SCQF Level 6 in Information Technology and Telecommunications – 2 years to complete
- Candidates should have Scottish National Grades 4 (or equivalent) in English, Maths.
- Experience working within a similar industry during work placements whilst at school would be desirable

**Person Specification:**

Ability to fulfil key responsibilities with appropriate training.

Understanding of Microsoft Windows 10, Microsoft Office and general familiarity with desktop/laptop hardware.

Current valid driving license and use of a vehicle.

Discretion and trustworthiness when dealing with confidential or sensitive information.

Commitment to the highest standards of security and safe working in a controlled Port environment.

Ability to work to internal processes and standards.

Open and flexible approach to work with the ability to meet strict deadlines

A good knowledge of IT and/or experience

Good problem solver

Good attention to detail

Good written and verbal communication skills

Willingness to continuously develop and attend training and development sessions in line with your personal training plan, on occasion out with your normal hours of work, to ensure the required level of competence

**Rates:** Competitive Apprenticeship Salary with Excellent Benefits

**Hours of Work:** 35 hours per week; additional hours may be required to meet the needs of the business. Study leave will be granted as part of the modern apprentice programme.

**Contact:** If interested in the position please complete the application form and send your CV to [recruitment@cfpa.co.uk](mailto:recruitment@cfpa.co.uk)

**Closing Date:** 28.10.21