



Creating a world of better opportunities

Job description

Technical Support Analyst

Stevenage

Permanent

Grade 6

Full Time - 35 Hours per Week.

Reports to: IT Support Manager

Where the role fits

This role sits within the Technology Team, which is responsible for designing, developing, and maintaining the IET's technology solutions. The team plays a vital role in ensuring that the organisation's technology and digital infrastructure is robust, secure, and fit for purpose. This includes the development and integration of software applications, build and maintenance of infrastructure and cloud environments, and the management of data systems. Cyber security plays a key role – ensuring measures are in place to safeguard the organisation against the latest threats and ensuring Executive and wider-IET colleagues understand their responsibilities.

Beyond day-to-day technical operations, the team works collaboratively across departments to identify opportunities for innovation, streamline business processes, and enhance user experiences through technology. Whether automating routine tasks, improving system interoperability, or supporting staff with technical issues, the Technology Team is central to enabling the IET to operate efficiently and deliver value to its members and stakeholders.

Purpose of the role

The Technical Support Analyst provides professional, end-user technical support for IET staff and affiliates at the Stevenage Head Office and remote locations. By proactively monitoring systems and reactively managing the service desk, they ensure high levels of system uptime and service delivery. As a core member of a forward-thinking team, the Technical Support Analyst owns tickets through to resolution, supports ongoing IT projects, and maintains excellence in Asset, Incident, and Problem Management to deliver best-in-class customer solutions.

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Provide technical support for Microsoft Desktop Operating Systems, the M365 suite, and other standard desktop software across all our UK and overseas sites.
- Develop and maintain technical procedures and processes to ensure ongoing compliance with industry standards and best practices.
- Troubleshoot and maintain IET staff hardware, including PCs, laptops, iPads, mobiles, and Apple devices.
- Deliver technical support for the telephony system and audio-visual meeting room equipment across all sites.
- Diagnose, log, and resolve technical faults, taking proactive action to remedy issues and ensure system uptime.
- Contribute to IT projects by completing assigned tasks accurately and on schedule.
- Cascade IT knowledge to the user community through the creation of documentation, micro-training, and professional advice.

- Promote best working practices for computer usage, including virus management, backups, and network security.
- Maintain a highly organised physical and electronic working environment to support departmental efficiency.
- Adhere to data protection legislation, responsible data disclosure practices, and company Health, Safety, and Fire policies.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals as a One IET team.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.

Skills and experience required

- Experience working within a professional IT support or business environment, applying technical expertise to deliver reliable and effective user support.
- Experience supporting Microsoft desktop environments and the Microsoft 365 suite, including Outlook, Word, Excel and PowerPoint, with strong general IT support knowledge and troubleshooting skills.
- Working knowledge of Local Area Networks (LAN), Wide Area Networks (WAN) and the core infrastructure components that support business operations.
- Proven analytical and problem-solving skills, with the ability to diagnose technical issues, manage high-volume support requests and progress complex incidents through effective investigation and escalation.
- Excellent verbal and written communication skills, with the ability to explain technical concepts clearly and provide a professional, customer-focused service to colleagues at all levels.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>Wayne Murphy – Head of IT Services</i>	<i>05/2026</i>
<i>Strategic People Partner</i>	<i>JW, SPP</i>	<i>05/2026</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.