

Technical Services Support

Department: Internal Technical Services

Reports to: Technical Services Support

Direct reports: None

Competency level: Junior - Intermediate

The role is key to ensure that the rest of the teams at Catalyst have working hardware and software.

Jobholder is accountable for	Jobholder is successful when
<p>1. Assisting Catalyst staff with their hardware and software.</p> <ul style="list-style-type: none"> • Addressing support requests promptly. • Assisting new staff at Catalyst setting up their Ubuntu environment. • Reacting swiftly to changing requirements and timelines. • Maintaining the life cycle of our 'Desktop' hardware (commissioning, recommissioning, decommissioning/disposal). • Responding to queries and work requests from existing staff regarding any problems they may have with their desktop environment, or pointing them in the right direction if it falls outside your scope • Supporting OS and desktop applications. • Writing documentation as required. • Working on internal infrastructure and projects where appropriate. • Assisting people move desks. 	<ul style="list-style-type: none"> • Confidentiality is maintained at all times. • Both verbal and written communications are clear, concise and accurate. • Manager and other staff provide positive feedback on communication style. • Support requests are triaged, acknowledged, and resolved within agreed team timelines, showing adaptability to shifting priorities and urgent team needs • Hardware and desktop environments (including Ubuntu configurations and workstation moves) are executed seamlessly with minimal disruption to staff productivity • Catalyst staff report high levels of satisfaction with ITS service, driven by helpful communication and efficient work flow management
<p>2. Managing Catalyst resources.</p> <ul style="list-style-type: none"> • Managing Meeting Room hardware such as meeting room PCs and projectors. • Managing printers and liaising with external suppliers when required. • Maintaining User Documentation in our internal Wiki and systems. 	<ul style="list-style-type: none"> • Catalyst IT assets, meeting room AV hardware, and printer fleets are actively managed and maintained to ensure peak operational readiness. • Your documentation is accurate and easy to follow. • You model appropriate behaviour that represents Catalyst and Catalyst's values in all engagements.

Jobholder is accountable for	Jobholder is successful when
<p>3. Working with your manager and other senior team members towards your continual learning and development.</p> <ul style="list-style-type: none"> • Learning new technologies and frameworks as required. • Participating in relevant training. • Setting goals and targets for the further development of your career. • Taking on new and variable tasks as your role develops, as directed by your manager and mentor. 	<ul style="list-style-type: none"> • New and relevant knowledge or experience is gained via training or work experience, and is actively brought in to your day to day work. • Agreed professional growth targets and performance goals are consistently achieved within agreed time frames.
<p>Skills and Requirements:</p> <ul style="list-style-type: none"> • Good understanding of Linux, particularly Ubuntu • Previous experience with a range of open source software • Good troubleshooting, processes and documentation skills • Customer focussed and committed to supporting people succeed. <p>Competencies:</p> <ul style="list-style-type: none"> • Develop and maintain multiple work streams simultaneously while remaining detail-orientated • Understand team goals and help the team to meet them • Attention to detail and follow through on assigned responsibilities and work requests • Communicate well, both written and verbally • Collaborate with Catalyst staff in generating ideas and work opportunities 	