

JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	IT Support (trainee)
Location:	La Planque Lane
Reports To:	IT Manager / Endpoint Engineer
Hours:	Full time (35 hours p/w Monday to Friday)
Role Purpose:	
Assist in providing IT services to the business, support users, maintain systems and update documentation.	
The Role:	
<p>A trainee position assisting the IT Support Officer.</p> <ul style="list-style-type: none"> • Helpdesk – act as the first point of contact for all issues; diagnose and resolve reported issues and user requests, “how do I” requests, meeting, ERP and training rooms prep, office moves, and contractor liaison. • System support and administration of company systems. • Desktop and mobile equipment deployments, updates and maintenance. • Telephones – mobile and desktop handset setup and programming, installation and management of Call Centre Telephony Solution. • Effective Communication by keeping the customers informed about the status of their issues, upgrades or new releases on the respective applications, and maintain clear communication. • To log, prioritise and manage incidents and service request accurately. • Documentation and records – System documentation, user access records, incident reporting, update, licenses and maintain knowledge share directories, audit and review • Routine tasks – e.g. backups, checking logs. • Assist with major projects and disaster recovery testing. • Out of hours and/or off-island work may be required on occasion. • To provide excellent service and assistance to non-technically minded colleagues to enable the business units (BU), including by not limited to Engineering, Finance, HR, RES, OPS, Customer Experience and Revenue accounting) to operate effectively and efficiently. • Provide remote and deskside support to business units. • Monitoring systems, identify failures and log incidents, following the incident to resolution. 	

Essential Skills/Experience:

- Experience in a service desk or help desk environment is preferable.
- An interest in IT, some experience with Windows operating systems and applications, and desktop and mobile devices. Passionate about technology and keen to pursue a career in this field
- Be well organised with a good attention to detail; Documentation is important, so accuracy and good record keeping is required.
- Ability to learn new systems and tasks quickly.
- Must be proficient in Microsoft Word, Excel, Outlook, and web browser applications.
- Excellent interpersonal and communication skills; The post holder would be expected to provide support face-to-face to colleagues at all levels, so should be approachable, patient, have an interest in helping people and show good problem-solving skills.
- Be proactive in approach to all responsibilities, willing and able to work to specific deadlines.
- Ability to recognise and deal with challenges promptly and efficiently.
- Ability to manage time effectively and meet targets.
- Airside work is necessary, so it will be essential to successfully complete GSAT security training and obtain an appropriate airside pass. Verifiable five-year history and a current police check will be required.
- Outstanding customer service skills - able to listen, document, and build relationships with end users
- Assist with application testing, provide test outcomes to developers and see fixes and changes to completion.

Desirable Skills/Experience:

- Experience using IT devices, Windows environment and apps.
- Excellent communication and interpersonal skills, Outstanding customer service skills - able to listen, document, and build relationships with end users

Professional and/or regulatory requirements:

- Airside work is necessary, so it will be essential to successfully complete GSAT security training and obtain an appropriate airside pass. Verifiable five-year history and a current police check will be required.

All about you: Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of customer service both internal and external and be willing and able to adapt to change. A supporter of our VALUES both internally and externally is paramount to you succeeding within our Company.

- Discretion
- Accountable – taking responsibility for work and results
- Approachable
- Attention to Detail
- Resilient
- Adaptable
- Problem Solver

PROUD OF YOU PROUD OF OUR AIRLINE

Our PEOPLE have the potential to achieve, to soar higher and further than they believed possible.

*Our culture is one of **RESPECT**, inspiration and excellence from the ground to the clouds.*

*With their energy and commitment, our teams on land and in the air make our airline **OUTSTANDING**.*

*We operate with integrity, transparency, honesty and dependability; we stand **UNITED** as one. Safety is paramount, central to everything we do.*

*We are prepared to go the extra mile to **DELIVER** a service to our customers that we are **PROUD** of.*