

## Role Profile

**Job Title** : **IT Support Technician**  
**Department** : **IT**  
**Band** : **Operations 2**

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### **Main purpose of the role:**

The primary purpose of the role is to provide first line support across Aardman for IT Applications and OS. Working within the IT support team, this is a business and customer driven role aimed at improving Aardman's workflow and efficiency.

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### **Duties & Responsibilities:**

#### **General:**

- To provide first line support for users who have problems with MS Office 365, Photoshop, Internet, Intranet, Email (Exchange Clients), MS Teams and internally developed systems, within both Windows and Mac environments.
- The nature of this support will include Building systems, making system modifications, developing workarounds or enhancements to systems, manipulating data, changing operating procedures, training users, producing additional documentation, or escalating requests to systems 2<sup>nd</sup> line /development teams or software suppliers.
- To analyse and resolve problems by working across the IT team.
- To help produce and take part in IT educational programs.
- To work on project based second line rolls if required by Head of IT
- To observe the provision of the Health and Safety at Work & Data Protection Acts

#### **Support Responsibilities:**

- To provide day to day first line application and OS front line support within the IT team, this will be face to face or via telephone or teams interaction for on-prem or remote hybrid users.
  - To analyse situations effectively and to communicate to users in a professional manner.
  - To work unsupervised to resolve problems.
  - To work out of hours, when required, to resolve problems.
  - To work on project-based assignments as directed by head of IT
  - To show a strong appreciation of your actions on the film production process and the others in the IT team.
  - To work to a deadline and manage tasks effectively.
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### **Person Specification:**

#### **Essential Requirements:**

- 2 years previous experience in a similar role with at least 1 full year with one of the previous employers.

- A thorough knowledge of the business and technical aspects of the software applications listed below, (all within both Windows 10, 11 and Mac environments):
  - MS Office 365
  - Photoshop
  - Internet usage with multiple browsers.
  - Email (Exchange clients)
  - Microsoft Teams
  
- Basic understanding of network and digital security principles
- A thorough knowledge of Windows 10/11 and Mac hardware and software environments with emphasis on Windows.
- An understanding of Android and Apple phone technologies.
- An understanding of network printers.
- A calm approach with the ability to work under pressure to tight deadlines.
- The ability to analyse problems and help people to work efficiently.
- Excellent communication & organisational skills with the ability to prioritise and juggle multiple tasks.
- An understanding of business process.
- Lots of initiative and self-motivation.

**Desirable Requirements:**

- Working with PowerShell

**Other Requirements:**

The role will mainly be based at our North Bristol studio at Aztec west with occasional need to work at central Bristol head office site so own transport is required.

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**Responsible to:** Head of Core IT

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