Role Profile

Role Details			
Role Title	**IT Technical Support Officer**	**Section**	**IT**
Division	**Support Service**	**Report To**	**Senior Technical Officer**
Grade/Salary	**SCP25**	**Date Completed**	**16 April 2025**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Their accreditations include, ISO45001, ISO 14001 and ISO 9001:2015.   They are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award.   Both these accolades recognise their focus on investing in and growing a skilled staff base.

Our Values
Community – To build more sustainable communities through social, economic and community engagement.
Trust – To be trusted by our employees, clients, and partners.
Ambition – To do more for our client and partners and provide more opportunities for our employees and stakeholders as part of our change and growth strategies, succession planning and sustainability.
Honesty – To promote at all times in our communication with all stakeholders promoting partnerships and sustainability.
Excellence – To deliver quality in everything we do

Our Mission Statement
To contribute excellence in construction, repairs, maintenance, manufacturing and training to our customers, our employees, partners, suppliers, and the local communities in which we work.

Benefits
As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:
- A rewarding career with a competitive salary.
- Access to contributory pension scheme – Strathclyde Pension Fund.
- Excellent annual leave entitlement
- Enhanced maternity, paternity, and adoption/shared parental leave.
- Access to excellent health and wellbeing initiatives.
- Access to a discounted gym membership.
- Facility to make payments directly from your salary.
- Workplace parking and more.

Role Summary
The IT Technical Support Officer plays a critical role in managing and maintaining the desktop and end-user computing environment within City Building. This includes the deployment, configuration, and support of desktop operating systems, software, and peripheral devices to ensure optimal performance, security, and user experience. The role also involves managing desktop imaging, patching, and endpoint security, while ensuring compliance with internal policies and industry standards.

Key responsibilities include providing frontline technical support to end-users, resolving hardware and software issues, and implementing preventative measures through root cause analysis.

The role requires strong collaboration with IT and business teams, effective documentation of systems and procedures, and active involvement in procurement, asset management, and vendor coordination. A customer-focused mindset, strong problem-solving abilities, and familiarity with tools like Microsoft Intune/SCCM are essential.

To be effective in this position, the IT Technical Officer must possess a proactive approach, excellent communication and stakeholder engagement skills, and the ability to adapt to change and manage multiple priorities. Experience in desktop engineering within enterprise environments, knowledge of Windows OS, Microsoft 365, and endpoint security tools is essential, with relevant technical certifications considered advantageous.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job. |

Role Outputs	
Role Output:	**Includes the Requirement to:**
Equipment Deployment and Configuration and Maintenance	− Deploy and configure desktop operating systems and software applications using automated deployment tools and methodologies. − Customise desktop configurations based on end-user requirements and organisational standards. − Ensure compatibility and integration with existing infrastructure components such as directory services, email systems, and security tools. − Carry out regular maintenance of IT equipment. − Ensuring operating systems and software are kept up to date, i.e. patches and updates. − Monitor system performance and applying preventative measures where required.
End-User Support and Troubleshooting	− Provide technical support and troubleshooting assistance to end-users experiencing issues with desktop hardware, software, and peripherals. − Resolve incidents and service requests related to desktop systems promptly, following established procedures and service level agreements (SLAs). − Logging and tracking of support requests. − Conduct root cause analysis to identify underlying issues and implement preventive measures to minimise recurrence. − Provide support and guidance to colleagues on using IT systems and software's.
Documentation and Reporting	− Maintain detailed accurate report of IT assets and support activities. − Maintain detailed documentation of resolved issues and the procedure used for future reference.

Security and Data Protection	− Ensure antivirus, firewall, and other security tools are active and updated. − Support data backup and recovery procedures.
Support for IT Projects and Upgrade	− Assist with the rollout of new hardware, software and systems providing support and guidance to colleagues. − Support office moves, setups or changes within IT. − Test and configure new application and systems before deployment.
Health and Safety	− To carry out work in accordance with the Health and Safety at Work Act 1974 − To ensure that all Health and Safety requirements are adhered. − Report all Incidents and Accidents at the earliest opportunity. − Ensure a safe working site at all times. − Ensure wellbeing is a priority.
Compliance with professional, regulatory, statutory, and corporate requirements.	− Comply with and implement all City Building Policies and Procedures. − Act ethically and with integrity.
General	− Attend all Training, Meetings, Toolbox Talks, and Reviews assigned to your role. − Complete all compulsory GOLD and Safety Media training for your role. − Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.

Key Behaviours and Competencies

Our Technical Support Officer will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Technical Competencies	− Posses ability to diagnose problems, identify causes, and apply logical steps to resolve issues. − Possess a strong knowledge of operating systems (i.e. Windows, Microsoft 366 and endpoint security tools) hardware, software, and networking basics. − Have key attention to detail in documenting issues, following procedures, and performing tasks accurately.
Interpersonal and Customer-Focused Mindset	− Demonstrating a service-oriented attitude by actively listening to users and addressing their concerns in a timely and professional manner. − Striving to improve user satisfaction through prompt and effective support. − Possess the ability to explain technical issues clearly to non-technical users. − Be empathetic and patient when support users, particularly in destressing situations.
Problem-Solving and Analytical Thinking	Eagerness to stay updated with new technologies and IT trends to enhance skill sets and provide cutting-edge support.
Collaboration and Teamwork	− Actively contributing to a collaborative work environment and fostering teamwork to solve technical issues. − Working well with other IT and business teams to achieve shared goals. − Strong communication and collaboration with other IT teams and business units to align IT solutions with business needs. − Effective participation in cross-functional projects and initiatives

Documentation and Process Improvement	– Accurate documentation of technical procedures, system configurations, and troubleshooting steps.
	– Contribution to the development and updating of IT policies, ensuring compliance with industry standards.
Ongoing Training and Professional Development	– Complete all necessary training for your role.
	– Keep up to date with emerging technologies, updates, and best practice.
	– Be open to mentorship and guidance for improvement from more experience colleagues.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly.
	– Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	– Able to demonstrate honesty and transparency in all professional dealings, particularly regarding survey findings and reporting.
	– Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

The IT Technical Support officer will have proven experience in a technical support role. They will have a strong background in providing first and second-line IT support within a fast-paced environment, with a solid understanding of Microsoft Windows operating systems, Microsoft Office applications, and general desktop support.

Experience using helpdesk systems to log and resolve technical issues, along with the ability to troubleshoot hardware, software, and basic network issues. The post holder will demonstrate excellent communication skills and be able to explain technical concepts clearly to non-technical users.

A strong customer-focused mindset, patience, and a methodical problem-solving style are key. They will be highly organised, capable of prioritising workloads, and adaptable to changing demands. A good understanding of IT security, data protection principles, and the importance of confidentiality.

Experience working in a public sector or multi-site environment, and familiarity with tools such as Office 365, SCCM and mobile device management systems, would be advantageous. They will show a commitment to continuous learning and development in line with the evolving IT landscape.

Requirements

Qualifications/Licence/Certification/Experience level…

- – Certifications such as CompTIA A+, Microsoft Modern Desktop Administrator Associate/ Microsoft Security, Compliance, and Identity Fundamentals, or equivalent
- – Experience within fast paced IT department providing technical support is advantageous

Interdependencies

- – Head of IT
- – All personnel within IT section
- – City Building Contractors
- – All personnel within City Building, Glasgow City Council, and Wheatley Housing Group

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.