



Role Profile

BTS TECHNICIAN

Reference No.	I635.01	Type	Individual
Service	Technical & Hosting		
Job Family	Para Professional 2	Grade	FC4

Purpose

To support the work of the BTS Windows 10 project modernising endpoint devices across Fife, including Corporate and Education estates.

To provide a range of support to the Windows 10 project in delivering its objectives and to support the provision of IT service delivery more widely.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Installing and upgrading endpoint devices from Windows 7 to Windows 10 operating system, in locations across Fife.

Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades including Maths or English, or equivalent

✓

Knowledge of Microsoft Operating systems and computer installation/upgrade (Embracing Technology & Information – See 'How We Work Matters' Framework)

✓

Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent

✓

Experience of working within an IT field/support environment or similar

✓

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
	A full current UK driving licence		✓
Upgrading memory on identified devices, as and when required	Experience of carrying out a range of tasks to deliver a successful outcome (Deliver results)	✓	
Undertaking the appropriate disposal and/or relocation of surplus equipment, as and when required.	Ability to provide a regular and effective service (Take ownership)	✓	
Maintaining appropriate documentation of key activities e.g. assist in the maintenance of the asset register. Ensuring the location and status of assets worked on is reported accurately.	Organisation skills	✓	
Providing support and guidance to customers on new technology, as and when required.	Time management skills	✓	
Providing customers with a high level of customer care.	Communication skills, both verbal and written	✓	
Supporting all aspects of the project delivery as required.	Customer service skills (Focus on customers)	✓	
	Experience of working on their own and as part of a team (Work together)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results