ROYAL COLLEGE OF PHYSICIANS AND SURGEONS OF GLASGOW

Job Description

Section 1 - Description

Job Title: ICT Support Technician

Location: 232 – 242 St Vincent Street, Glasgow

Reports to: ICT Operations Manager

Date: October 2026

Hours: 35 hours per week - 5 days across 7

Salary: Grade 3

Section 2 - Job Purpose

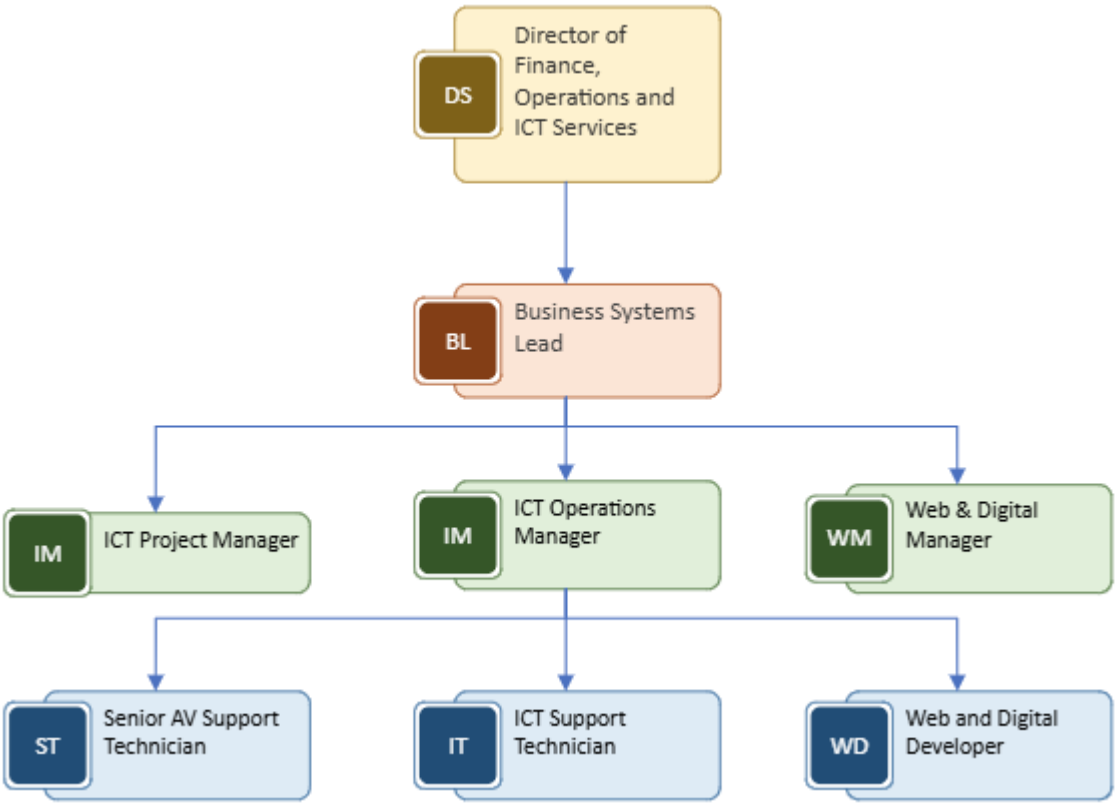
To provide support across all the ICT equipment, systems, and associated services. The role also includes elements of Audio Visual (AV) support.

Work will be both reactive through 1st & 2nd level service desk support for ICT and/or AV related incidents, problems and requests; and pro-active in support of project-based ICT improvement and development activities, and scheduled AV events.

The post holder will primarily be responsible for operating the service desk processes, analysing incidents and requests, prioritising responses and taking them through to resolution either by direct action, escalation to colleagues in ICT and other departments and/or facilitating assistance from 3rd party service providers.

They will also be required to support AV activities both in person and occasionally remotely.

Section 3 - Organisation Chart



Section 4 - Main Responsibilities and Role

The ICT Support Technician will:

- Provide first point of contact for ICT Support to the College.
- Proactively manage incoming issues and requests through our ICT ticketing system.
- Escalate incidents and requests tickets to colleagues and 3rd parties as necessary.
- Support the implementation of ICT systems, software, hardware, and networking at all levels.
- Develop and manage documentation.
- Provide technical support across the College via voice communications, remote access and in person.
- Document support issues and their resolution in the ICT Service Management tool and associated systems.
- Liaise with 3rd party equipment and service support providers.

- Provide AV Support to the College by:
    - Setting up equipment a timely manner and according to the Events requirement.
    - Operating the AV equipment to facilitate and deliver event content.
    - Liaising with Event Directors, Coordinators and Presenters.

Section 5 – Planning and Organising

- The post holder must be adept at prioritising workload in context of service requests, AV requirements and ongoing service improvement activities.

Section 6 –Decision Making

- Categorise service requests and allocate appropriate workflows to resolution.
- Determine the appropriate services and associated AV equipment to deploy to meet event requirements.
- Determine the category of faults logged and prioritise accordingly.

Section 7 - Internal and External Relationships

External:

- Visitors and Customers – frequently
- 3rd party ICT equipment and support companies – occasionally.
- AV service/support companies – occasionally.
- Event Directors, Coordinators and Presenters - occasionally

Internal:

- ICT Team members - daily
- College Staff – daily
- Fellows and Members – daily

Section 8 - Knowledge, Experience and Skill Set Required

Person requirement:

- At least two full years' experience providing 1st & 2nd line support in corporate environment
- Keen and proactive problem solver with strong analytical skills.
- Able to take end to end ownership of tasks including prioritisation, delivery and resolution of incoming tickets.
- Excellent team player who is committed, enthusiastic, able to work on their own initiative, and keen to learn and develop.
- Good communication and interpersonal skills, having a polite and patient approach in the face of competing demands.
- Excellent organisational and record keeping skills
- Motivated to challenge existing practices in support of continuous improvement

ICT Support requirements:

- Experience working with IT service management and helpdesk systems
- Good knowledge and understanding of Microsoft Windows Desktop Operating Systems
- Some knowledge of Microsoft Windows Server Operating Systems
- Knowledge of Microsoft Active Directory, Microsoft Entra and Microsoft Office 365
- Experience in supporting Laptops, PCs and peripheral hardware.

Desirable (ICT):

- Experience with Apple MacOS & iOS in a Microsoft Windows corporate environment
- Experience of Microsoft InTune on Windows, iOS and Android

Desirable (AV):

- Proficient in the use of Microsoft PowerPoint or other presentation applications
- Familiarity with AV equipment deployments, e.g. projectors, PA Systems, sound mixing decks, video and voice conferencing etc.
- Experience with Microsoft Teams as a lecture / webinar platform
- Experience with Webinar solutions, for example Adobe Connect, Gotowebinar, Webex etc

Section 9 – Job Context and Special Features

The role of the ICT Technician is integral to the successful delivery of all College services. They must be able to analyse and solve problems to ensure the continued availability of the College's ICT systems and staff and volunteer's ability to work, and to facilitate the smooth running of educational and corporate activities. An ability to be flexible and prioritise in a way that effectively delivers to changing demand is especially important.

Due to the nature of the duties and responsibilities associated with this role, the post holder will be expected to work five days out of seven every week, with variable shifts covering early mornings, evenings and weekends. A flexible approach to the role is required.

The College has adopted a hybrid working policy which means you may work both at home and in the College. Where applicable your hybrid working pattern will be arranged with your line manager and you will be permitted to work at home for up 50% of working time.