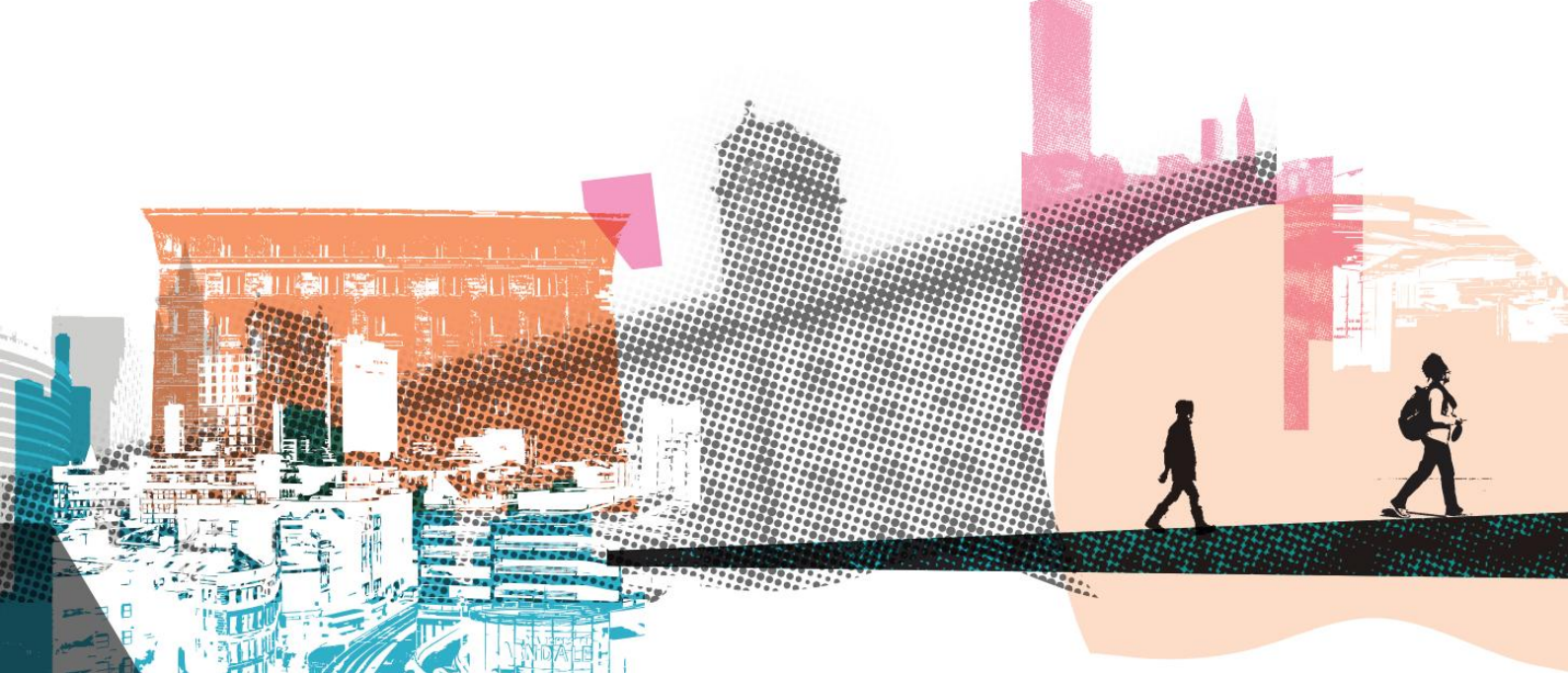


THE BIG LiFE GROUP



ICT Support Technician – Level 1

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

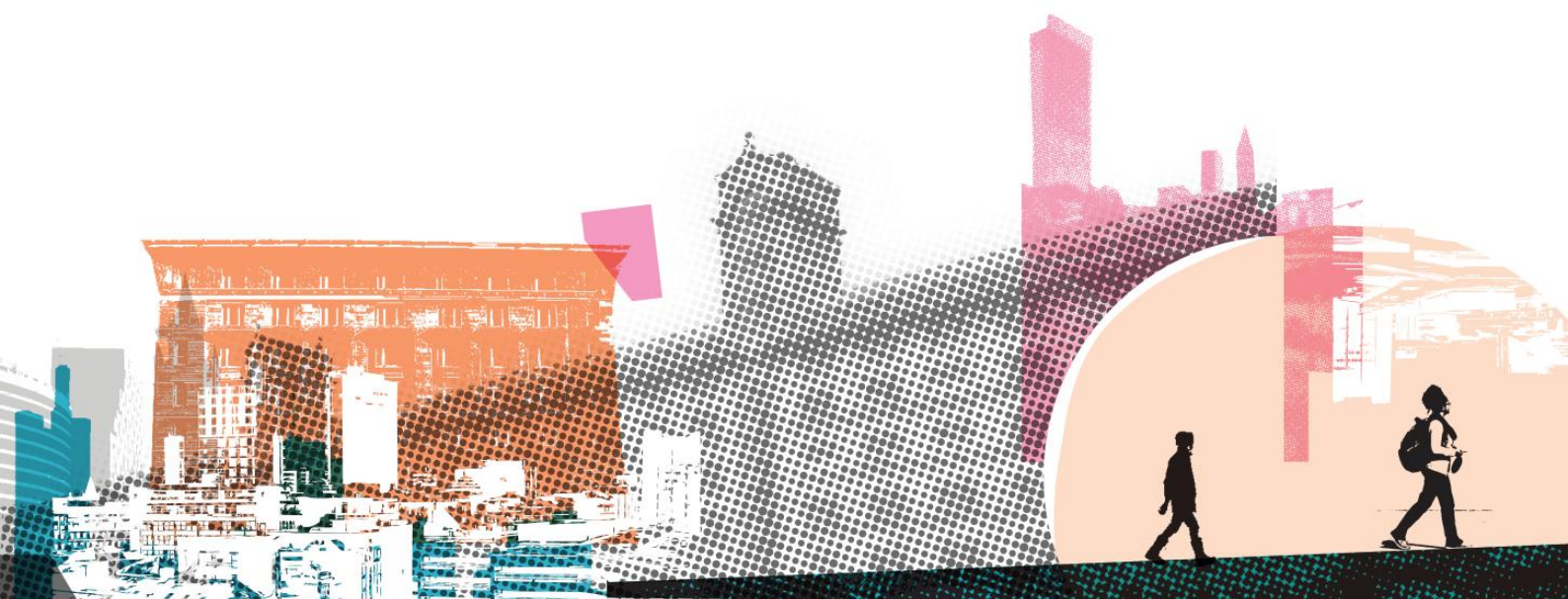
Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: ICT Support Technician – Level 1

The basics

Salary

£28,598 (NJC point 12)

Hours

35 hours per week on a permanent contract

Annual leave

25 days, increasing to 30 days after five years

Base

Zion Centre, 339 Stretford Road, Manchester, M15 4ZY. Some travel to other offices required.

Line manager

IT Team Leader

Closing date for applications

4 November 2025

What you'll be doing

As our ICT Support Technician (Level 1), you'll be part of Big Life's IT team, delivering a first-class IT service to around 700 users across multiple sites, schools, and partner organisations. You'll provide proactive, customer-focused support on hardware, software, and telecoms, ensuring our systems run smoothly and securely.

You'll be the first point of contact for IT queries, managing incidents through our service desk system and resolving issues efficiently and effectively. From troubleshooting devices to configuring networks and supporting Microsoft 365, you'll ensure our colleagues can work seamlessly to deliver services that change lives.

Working with the IT Team Leader and wider technical teams, you'll support project delivery, maintain network security, and help develop our knowledge base to empower users to self-serve. You'll be organised, proactive, and great at communicating technical information in a clear and friendly way.

This is an exciting opportunity to join a supportive team where you can grow your skills, gain experience across a variety of technologies, and contribute to a mission-driven organisation that's truly making a difference.

Main duties

1. Be the first point of contact for all IT issues affecting staff, partners and volunteers, providing a first-class service via phone, email, ITSM ticketing system and in person.
2. Own and manage IT support tickets from start to resolution, keeping users informed of progress and ensuring timely responses within agreed SLAs.
3. Troubleshoot and resolve hardware, software and network issues, escalating where appropriate.
4. Install, configure and maintain network devices (e.g., switches, routers, access points).
5. Support installation of cabling, comms cabinets, trunking and patch panels.
6. Install and configure computer hardware, operating systems and business applications.
7. Provide M365, Microsoft Entra and Intune administration.
8. Work collaboratively with Big Life's Infrastructure, Applications, and Data teams, and third parties to resolve complex incidents.
9. Ensure all asset and system changes are carried out in line with Change Management Procedures.
10. Identify recurring issues or trends and help implement solutions to reduce repeat incidents.
11. Develop and maintain user-facing guidance and self-help resources within the IT knowledge hub.
12. Ensure all systems operate within Big Life's network security and information governance policies.
13. Assist in the training of staff to use IT systems confidently and safely.
14. Support and participate in delivering IT and digital transformation projects across the organisation.
15. Travel between sites as required to provide on-site support and attend meetings.

Work-related expectations

1. Work within Big Life's mission, values and ethos.
2. Contribute to the ongoing development of Big Life's IT services and digital strategy.
3. Ensure the safety, confidentiality, and security of data in line with information governance and safeguarding policies.
4. Comply with all Big Life policies and relevant legislation, including health and safety, data protection, and equality and diversity.
5. Undertake regular supervision and an annual review.
6. Commit to personal development and attend training or professional certification courses as required.
7. Maintain a positive, can-do attitude and flexible approach to change and challenges.
8. Undertake any other duties as required, appropriate to the post.

Person Specification: ICT Support Technician – Level 1

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

1. Experience working within an IT service desk or ticketing environment (e.g. ConnectWise, ManageEngine).
2. Experience providing first-line support in a busy office or multi-site environment.
3. Experience troubleshooting Windows and macOS devices.
4. Experience setting up and supporting hardware, software and peripherals.
5. Experience providing customer-focused technical support.

Skills

1. Proficient in Active Directory and Microsoft 365 user and group administration (including network access, user provisioning and permissions).
2. Strong troubleshooting and analytical skills, able to diagnose and resolve issues methodically.
3. Excellent verbal and written communication skills, with the ability to explain technical information clearly to non-technical audiences.
4. Highly organised, able to manage multiple priorities and meet deadlines.
5. Strong attention to detail and commitment to accuracy.
6. Excellent customer service and interpersonal skills, with the ability to remain calm under pressure.
7. Ability to work independently and as part of a team.
8. Full driving licence (essential).

Knowledge

1. Working knowledge of Active Directory, Office 365/M365 and Microsoft Entra.
2. Good technical understanding of enterprise-level computing — including desktops, laptops, tablets, and mobile devices.
3. Understanding of networking fundamentals (switches, routers, access points, VOIP systems).
4. Experience with Cat5/6 cabling and patch panel setup.
5. Familiarity with print server management (e.g. PaperCut Hive).
6. Understanding of cyber security best practices.
7. Awareness of data management principles and confidentiality requirements.

Education

1. A Level or equivalent qualification in IT, Maths, or a related area (or demonstrable ability to this level).
2. Microsoft MCTS or equivalent certification desirable.
3. ITIL Foundation certification preferred.
4. Minimum of two years' experience delivering IT support.
5. Willingness to continue developing skills and complete further professional training.

Personal

1. Reliable, flexible, and committed to delivering excellent service.
2. Professional, confident and positive "can do" attitude.
3. Non-judgemental and inclusive approach.
4. Commitment to Big Life's mission and values.
5. Eagerness to learn and grow within a supportive IT team environment.



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thebiglifegroup.com