Role Title	**SRS Technical Support Officer**				
Job Family	**Specialist Services**	**Sub Category**	**Sensitivity Review Service**	**Grade**	**TPB3**
Behaviours	• Making Effective Decisions • Communicating and influencing • Managing a quality service				
Purpose	You are responsible for supporting the Digital Sensitivity Review team using digital tools to manage the import and export of customer files and understanding the importance of maintaining the integrity of the data journey towards preservation in The National Archive as part of the historical digital record.				

FCDO Services

Key Accountabilities

- Establish extensive technical knowledge of the systems and be the 'go-to' person in the DSR department for IT system support.
- You will work alongside our collaboration partner's technology team to provide a wide range of IT support to the Digital Sensitivity Review (DSR) team.
- You are responsible for the import and export transfer of customer files using the correct tools and understand the importance of maintaining the integrity of the historical digital record.
- Your role will provide operational user support to four principal areas of technology used within our DSR Service:
  a. Support basic IT user problems for the Sensitivity Reviewers.
  b. Technical system support of the redaction service laptops, bit-lockers, printers, and scanners.
  c. Technical system support of the Microfiche digitisation scanners, printers, and ad-hoc readers.
- Technical support of the DSR platforms, servers, network, remote backup and disaster recovery and desktops.
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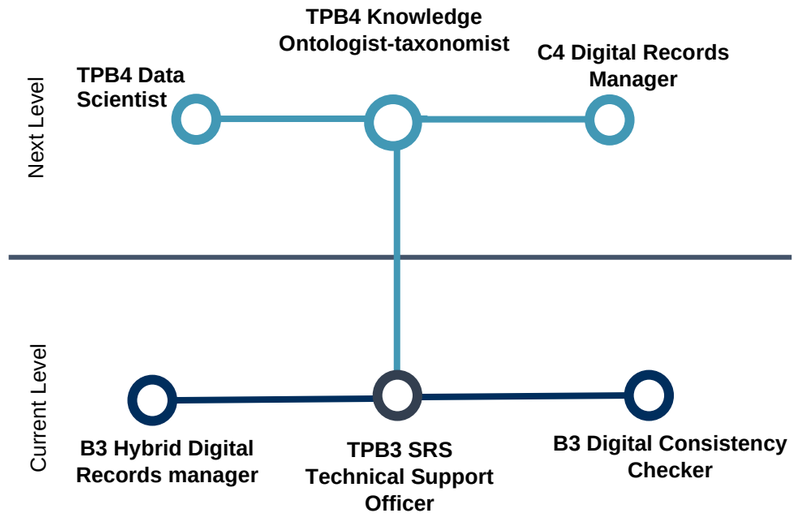
Authority and Scope

- Responsibilities include adding users to the DSR systems and assisting with locked accounts for the Sensitivity Review Service, Team Cicero members and FCDO Archive Management team users.
- Responsible that the backup and disaster recovery systems remain operational. Your knowledge of Veeam will assist with this requirement.
- An understanding of VMware will enable you to support backup functions.
- Facilitate security log exports to other SOCs to enable security analysis.
- Support our records manager with the drafting of DPIA requirements.

Internal and External Communications

- Strong working relationships with T&O colleagues responsible for providing hosting services.
- Being an active technical member of the team responsible for operational relationship with SRS collaboration partner.
- A member of the Digital Sensitivity Review Technical Board.

Potential Next Career Moves



Skills

- Strong general ICT skills
- Customer-side supplier management experience.
- System administration skills.
- Basic network infrastructure knowledge and fault-finding ability.
- Good presentational and communication skills
- Escalate as appropriate.
- A high level of security awareness
- Deliver services on schedule with high standards of customer service.

Qualifications, Knowledge and Experience

Essential

- 3 years minimum experience in IT support or appropriate technical qualification.
- Able to work effectively within a team and a wide range of people.
- Experience of delivering Customer Service excellence
- Able to self-manage and self-motivate.

Desirable

- Knowledge of Microsoft Visual Basic (VBA)
- Knowledge of Microsoft Active Directory
- Knowledge of Linux
- Knowledge of Docker, including Docker for Windows
- Ability to use Hyper-V Virtual Machines
- An understanding of the business of FCDO Services
- An appreciation or interest in Public Records and Data Protection Act, Freedom of Information Act, Information Commissioner (ICO guidance.