



## ROLE PROFILE

<b>Job Title:</b>	<b>ICT Assistant</b>
<b>Department/Section:</b>	<b>ICT</b>
<b>Location:</b>	<b>Office based, 10 Mansfield St, Glasgow, G11 5QP</b>
<b>Salary:</b>	<b>EVH Grade 5</b>
<b>Reports To:</b>	<b>ICT Manager</b>

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### Overall Purpose

The ICT Assistant will provide day-to-day ICT support services across the Association, ensuring staff receive a responsive, secure and customer-focused service. The role requires a high degree of personal responsibility, technical competence and the ability to prioritise workloads in line with service needs.

The ICT Assistant will work with minimal supervision, coordinate workloads and deadlines (including third-party suppliers), produce management information, and support continuous improvement of procedures, cyber security and data protection controls.

### Key Responsibilities

#### ICT Service Delivery

- Take ownership of the day-to-day running of the ICT help service request process, ensuring incidents and requests are logged, prioritised, progressed and closed within agreed timescales.
- Coordinate workload, deadlines and communication across ICT activities, including allocating tasks to colleagues/contractors as agreed and escalating issues where required.
- Provide advanced first/second-line support to colleagues across the Association (office and mobile working), including troubleshooting hardware, software, telephony and system issues.
- Maintain accurate ICT asset records (laptops, mobiles, peripherals), user accounts, license allocations and configuration details to support audit and compliance requirements.
- Liaise with third-party suppliers and hosted service providers to progress faults, service requests and change activities, ensuring appropriate updates are provided to internal customers.
- Support the administration and continuous improvement of key business systems (e.g., housing management system, Office 365, SharePoint, telephony).

## **Systems, Data & Reporting**

- Support system administration tasks such as user set-up, role-based access changes, configuration updates and testing of minor changes, following change control procedures.
- Maintain and update ICT procedures, user guides and knowledge base articles in line with service changes, ensuring guidance is clear and accessible for staff.
- Support and co-ordinate ICT project activity (e.g., upgrades, rollouts, process improvements), including documenting requirements, coordinating tasks, arranging user testing and supporting go-live activity.

## **Cyber Security & Data Protection**

- Operate day-to-day security administration controls under the direction of the ICT Manager, such as managing user access requests, leavers/movers processes, multi-factor authentication enrolment and secure device configuration.
- Undertake routine access checks (e.g., shared mailboxes, housing/finance systems where applicable) and provide audit evidence and exceptions reporting to support internal controls.
- Monitor and action agreed cyber security tasks such as reviewing security alerts/notifications from Microsoft 365 and suppliers, escalating suspected incidents promptly and supporting the incident response process (logging, evidence gathering and communication updates).
- Support delivery of cyber awareness activities (e.g., phishing simulations, staff guidance, onboarding briefings) and promote safe working practices across the Association.
- Assist with GDPR and information governance activity as required, including supporting DPIAs, maintaining records of processing/system documentation, and advising colleagues on secure storage and sharing of information.
- Support business continuity and disaster recovery arrangements by helping maintain backup/service documentation and participating in scheduled tests and lessons-learned actions.
- Undertake any other duties consistent with the grade of the post, as directed by management



**PERSON SPECIFICATION**

**Job Title:** ICT Assistant

**Department/Section:** ICT

**Date:** April 2026

Requirement	Value	
	Essential	Desirable
<b>1. Education and Qualifications</b>		
<ul style="list-style-type: none"> <li>Educated to SVQ Level 3 (or equivalent) or able to demonstrate significant relevant experience supporting ICT services and users</li> </ul>	✓	
<b>2. Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Excellent customer care and interpersonal skills to deal with a range of customers, Board members, colleagues, contractors and visitors</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Excellent ICT skills, including good working knowledge of Microsoft Office applications</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Demonstrable enthusiasm and commitment to put customers first and skills to work with customers face to face and on the telephone in a customer and community focused environment</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Competent use of IT systems for recording and retrieving data</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work professionally and calmly in dealing with customer enquiries and knowing when to ask for help and support</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work well and flexibly as part of a team</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to deliver effective end-user training to users with different ability levels (from beginner to advanced)</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to create and update user documentation and training guides</li> </ul>	✓	

Requirement	Value	
	Essential	Desirable
<b>3. Experience and Knowledge</b>		
• Demonstrable experience of working in an ICT environment		✓
• Working knowledge of cyber security good practice (e.g., secure access, phishing awareness, device security) and ability to follow and support organisational security procedures		✓
• Understanding of confidentiality and data protection requirements (UK GDPR), including secure handling and sharing of personal and sensitive information		✓
• Sound analytical and problem solving skills	✓	
• Experience and working knowledge within a customer services environment		✓
• Experience in working as part of a team to deliver services		✓
• Appreciation and commitment to the social housing sector and an understanding of how housing associations work		✓
• Understanding of Office 365	✓	
• Understanding of Wide and Local Area Networking		✓
• Knowledge and understanding of Mobile Device Management applications and delivering 'agile working' through ICT		✓
• Understanding of IT trends and initiatives going on within IT and the social housing sector	✓	
<b>4. Other Requirements</b>		
• Commitment to continuing professional development	✓	
• Can commit to evening and weekend working when required.	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required and work in accordance with PHA Company Values	✓	