

JOB DESCRIPTION

Job Title: IT Support Officer / Swyddog Cefnogi Technoleg Gwybodaeth

Department: Finance & Operations

Reporting to: Head of IT and projects

Location: Home, Warehouse and Head Office

PURPOSE OF ROLE:

To provide guidance and support to staff and volunteers around IT functions ensuring that an excellent service is provided at all levels. To operate as a first line level of support overseeing the day to day running and maintenance of I.T. hardware and software for Head Office, Remote sites and users, working in conjunction with external IT providers.

MAIN DUTIES AND RESPONSIBILITIES

Customer Service:

- Provide consistent and excellent customer service with staff and volunteers to support the IT needs of the organisation
- Responsible for collating, monitoring and ensuring the successful completion of all tickets on the automated ticketing system
- Collate all tickets that require authorisation and seek authorisation from relevant approver
- Responsible for providing effective support to staff and volunteers at Head office and remotely to remote users, shops, mobile units or outreach offices either by phone or in person (remote support in most instances)
- Ensure staff and volunteers are promptly updated on progress of their IT issues
- Effectively communicating around IT matters across the organisation to provide expert advice
- Support Line Managers in the IT induction process of new staff and volunteers ensuring hardware is available and prepared for use in a timely manner
- Working with the IT team to assist with the delivery of IT projects throughout the charity
- Develop and deliver end user training as required
- Maintenance of asset management of IT Hardware and software, including warranty information
- Shared responsibility together with the IT team for ensuring 3rd parties complete their work within agreed timescales

- Working with staff and volunteers across the organisation to be a point of escalation for any IT issues not resolved by external IT support providers
- Shared responsibility for creating and maintaining IT Tips documents and videos to help simplify the working day for staff and volunteers
- Responsible for effectively communicating processes relating to IT to staff and volunteers to support the smooth running of IT across the organisation
- Responsible for correctly following IT processes and procedures when supporting internal IT support requests
- Working with the IT team to draft and update IT policies and procedures
- To keep up to date with developments in IT knowledge sharing with the relevant people to ensure continuous development and improvement in the level of service offered to key stakeholders
- To develop and maintain collaborative and productive relationships with all internal and external people establishing professional credibility

Technical:

- Setting up, installing and maintaining new EUC hardware and software, such as installing specific software packages, or the installation and configuration of new desktop and laptop machines, or mobile communication devices
- Installation and upgrading of EUC Operating Systems and hardware, such as installing or upgrading operating systems, or upgrading or repairing hardware
- Maintain all system and EUC software including licence management and version control
- Working with external IT support providers and IT team to manage the Domain Active Directory environment, such as creating new accounts, or managing user access and folder permissions
- Working with external IT support providers and IT team on the server equipment and software, such as cable patching, or running server diagnostics
- Responsible for maintaining printing, photocopying and scanning hardware to ensure maximum availability of all printers and copiers
- Helping managing and troubleshooting Tenovus Cancer Care Microsoft Cloud infrastructure
- Working with external IT support providers and IT team to troubleshoot any network problems.
- Helping managing Microsoft Teams, including telephony system

Other:

- Any other duties as required

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Experience of working in an IT department providing support for desktops/laptops and peripherals, or relevant IT experience to be able to troubleshoot the essential technical items	●	
Experience of delivering excellent customer service relating to and resolving complex and simple IT issues over the telephone	●	
Experience of working in a customer facing environment handling complex and simple IT customer queries from start to finish	●	
Managing support queries using automated helpdesk		●
Working knowledge of Microsoft Cloud administration		●
Working knowledge of Windows Server 2012 R2	●	
Working knowledge of Active Directory	●	
Working knowledge of Microsoft Teams		●
Working knowledge of SQL Server 2012 or 2014		●
Working knowledge of Microsoft Office 365	●	
Working knowledge of Android mobile phones	●	
Working knowledge of SharePoint		●
Experience in Virtualisation technologies		●
Knowledge of Mobile Device Management (MDM)		●
Skills		
Excellent verbal and written communication skills	●	
Ability to interact and maintain good working relationships and demonstrate the charity's values when working with people	●	
Well organised and be able to manage own time effectively	●	
Effectively make decisions independently and able to prioritise tasks	●	
Ability to work well within a team and demonstrate inter-personal skills	●	
Logical and clear-thinking approach to solving problems	●	
Ability to communicate through the medium of Welsh		●
Legally able to drive in the UK		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.