JOB DESCRIPTION

JOB TITLE	IT Support Technician
GRADE	5a
HOURS OF DUTY	*37.5 hours per week (this will include shift patterns)*
REPORTS TO	Digital Services Manager
KEY RELATIONSHIPS	All users of the Hospice digital services, the Director Finance, Head of Digital Services, Digital Services Manager, ICT Team, external IT support provider, suppliers, other hospice colleagues.
RESPONSIBLE FOR	1st Line Service Desk Requests, 1st Line Digital Communications, Desktop Hardware Deployments Supporting the Digital Services Manger on project work, and end user support and training.

JOB SUMMARY

Responsible for 1st line support and participate in the 2nd line day to day activities of the service desk for the hospice.

The service desk provides a single point of contact, covering operational ICT incidents and requests, underpinned by an accurate call logging function. Support is provided to clinical, management, support staff and retail staff.

Support the organisation on digital communications such as the main phone system, mobile technology, including online services such as Microsoft Teams.

Assist in the maintenance and operation of organisational wide Access Control systems.

To support on project development and deployments under the supervision of the Digital Services Manager

This role includes installing, diagnosing, repairing, maintaining, and upgrading all organisational hardware and equipment while ensuring optimal performance.

To uphold, and abide by, the Hospice's values of being Supportive, Compassionate, Professional, Inclusive & Respectful and Always Learning.

MAIN DUTIES AND RESPONSIBILITIES

Network infrastructure and Core Digital Systems
- Provide the Hospice's staff with professional 1st and 2nd line level technical support services, helping to identify the causes of ICT/telephone problems, taking positive action to ensure these are resolved as quickly as possible, either by you or by referring to the Digital Services Manager.

- Ensure all incidents and service requests are recorded accurately, categorised, prioritised and progress managed on the service desk system to a high standard.
- Ensure to respond to and fix incidents and service requests within the speed and permission parameters at first point of contact. This will require asking targeted questions to diagnose the issue.
- Deal with highly complex tickets containing highly sensitive or contentious information and to communicate where there may be cultural or language differences.
- Prioritise workload and tickets, organising training where needed for complex activities.
- Assist in the support and maintenance of the computer network for all Hospice sites, including configuration and upgrading of all desktop hardware and mainstream software and all user account issues including e-mail.
- Provide support for maintaining the Hospice digital infrastructure, including networking related issues with switching and wireless technologies.
- Responsible for the day-to-day operation and running of Microsoft 365 user accounts, group memberships, MS Teams and SharePoint sites as an information system covering all departments across the Hospice.
- Maintain Microsoft Active Directory, Entra and Intune to reflect the accuracy of assets and the software loaded onto all Hospice devices, including tablets and mobile phones.
- Analyse situations / information to identify and resolve a wide range of problems, particularly regarding first line support for digital communications, applications and systems software, technical infrastructure and end user devices.
- Undertake regular health checks of devices to ensure maximum efficiency.
- Advance follow up calls with regards to tickets raised where 3rd party escalation is involved, ensuring faults are completed by the 3rd party where necessary.
- Ensure all tickets which are unable to be resolved at first point of contact are passed on to the relevant third level support for resolution in line with the priority of the ticket.
- Undertake the new starter induction process for use of technology.
- Maintain user profiles and access control systems, and issue temporary access to staff and volunteers where required.

Audit
- Formulate and schedule plans to support the Digital Service strategic goals such as end user development, training, audits or deployments.

Policy
- Observe all relevant policies and procedures on the use of ICT equipment and systems and ensure by way of implementation that staff also follow the same policy and guidance.

Human Resources
- Develop team morale and motivation through effective communications, ensuring views and opinions are always considered.

Projects & Programmes
- Assist in designing highly complex network systems with many interdependencies affecting other ICT systems.

Communication
- Provide and receive complex information about the systems and communicate in a manner in which the receiver can understand.
- Communicate clearly, concisely and persuasively, complex information verbally and in writing to non-technical staff.
- Flexible and supportive to colleagues.
- A flair for developing and maintaining excellent inter-personal relationships.

Research and Development
- Agree with line manager relevant training requirements for personal development.

Other Duties
- To be highly motivated team player with the skills and ability to manage changing priorities.
- To work within the relevant legislation, policies and procedures.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice, you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:
All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

ICT Support Technician

E = ESSENTIAL	D = DESIRABLE

Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone. **Compassionate** - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued. **Inclusive and Respectful** - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more. **Professional** - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us. **Always Learning** - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.	E	
Inclusion		
Be able to show a high level of empathy, understanding and appreciation of others with ability to respect different values and beliefs. To be mindful of the wellbeing of self and others. To be able to work effectively across teams, with a positive can-do approach.	E	
Qualifications & Training		
• Level 3 Advanced Diploma in ICT Systems Support or equivalent experience, plus significant demonstrable experience of working in a large organisation supporting IT services. • ITIL V3 Training or equivalent experience	E D	
Skills/Abilities/Knowledge		
Professional approach with staff and other users of Hospice services	E	

Excellent timely skills in planning workloads and organising complex activities that will support new digital systems across the entire organisation	E	
Must be able to prioritise tasks and deliver to key Hospice areas when said technical resources are in short supply	E	
Must demonstrate the ability to maintain concentration and focus, despite constant interruptions	E	
Effective communication skills across all mediums	E	
Ability to work in a highly pressured environment	E	
To be able to communicate in a persuasive, motivational, negotiating, training and empathic manner	E	
Understand ITIL procedures and practices, demonstrating an expertise and discipline in Ticket Management alongside Problem & Change Mangement processes.	E	
Use good judgement to analyse and interpretate complex facts and situations within the Service Desk and be able to compare various issues to formulate desired resolutions	E	
Knowledge of security and principles of confidentiality	E	
Self-motivated and pro-active, able to troubleshoot	E	
Ability to carry out assigned tasks and instructions with accuracy and attention to detail	E	
Awareness of current trends in ICT and knowledge of ICT equipment	E	
Physical basic keyboard and mouse skills	E	
Knowledge of web systems and software and connectivity protocols	E	
Knowledge of networking terms and concepts and technology e.g. Router configuration, LANS and WANS	E	
Experience of working within an ICT Helpdesk or Support environment and experience of diagnosing and repairing hardware and software problems	E	
Significant experience of supporting an IT System and it's infrastructure	E	
Experience of working with Windows servers, Windows operating systems, Microsoft 365	E	
Network understanding along with physical experience	E	
Ability to develop low level plans for to support strategic goals such as users training or hardware deployments	E	
Ability to train and communicate ICT issues to non-ICT staff and to arrange training accordingly	E	
Required to work independently to achieve objectives and deadlines.	E	

This role has a requirement for frequent light physical effort, including moving equipment without aids, e.g. fixing printers and computers	**E**	
Ability to deal with occasional exposure to distressing or emotional circumstances, when required to go onto the ward for ICT issues and support.	**E**	
Exposure to unpleasant working conditions can occur occasionally when working with hardware and the role holder is required to work with VDU equipment for long periods of time on most days	**E**	
Other Requirements		
Ability to work autonomously as well as part of a team	**E**	
Ability to work flexibly and pro-actively	**E**	
Ability to demonstrate enthusiasm and commitment to the work of the Hospice	**E**	
Willingness to take on new responsibilities and respond positively to change	**E**	

I confirm that I have read the Job Description/Person Specification and the duties contained therein and accept the conditions of this role.

NAME: **SIGNATURE:**   **DATE:**