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Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	IT Help Desk Officer
Delegated Authority:	Level 5
Team:	IT
Responsible to:	IT Team Leader
Responsible for:	N/A

Job purpose



The IT Help Desk Officer is a key member of SHP's staff. You will be responsible for providing high quality IT service and pro-actively supporting all staff. The role will support the IT Manager in supporting the management of IT systems and controls that are in place to provide secure access and security for SHP's data and information to stakeholders to make business decisions.

You will support the IT Team in delivery of projects and system implementations. The role may require you to support on specific projects or areas of a bigger project focussed on establishing IT workflow processes in the organisation and facilitating the transition to new processes or systems where required, including implementing new contracts for provision of services like Internet and Telephone lines.

You will ensure a seamless and stable staff and clients experience across all our locations through the proactive support and management of all technical systems. In addition to ensuring the smooth running day to day operation by ensuring IT helpdesk is always responding to the needs of the business and liaising with third party providers for continuity of service.

Key accountabilities

Day to Day Responsibilities

- Logging and processing support calls within the agreed KPI's and SLA's in place.
- Installing and configuring computer hardware, software, network devices, printers and scanners.
- Planning and undertaking scheduled maintenance upgrades and ensuring latest updates are rolled out, such as anti-virus software, security patches, allocation updates to desktops/laptops.
- Setting up accounts for staff, ensuring that they know how to log in and disabling leaver accounts with the appropriate access and security in place. This will include responsibility for the creation, deletion and management of accounts in MS Active Directory.
- Solving password problems, talking to clients and computer users to determine the nature of any problems they encounter.
- Responding to breakdowns & investigating, diagnosing and solving computer software and hardware faults.
- Recording the issue of IT equipment to staff and updating the record of Asset Tags and Asset Register for each item and staff allocated the device.
- Day-to-day responsibility for the support, maintenance and administration of the desktop environment and the rollout of new desktops/laptops.
- Day-to-day networking and wireless network and server tasks, as required, desktop image creation and deployment. Also to carry out system checks related to service provision as required.

IT Controls and Processes

- Responsible for security and access to systems and maintaining that checks are in place to ensure no unauthorised access is gained to organisations data or information.
- Responsible for meeting the KPI's and SLA's for the IT Help Desk and preparing reports monthly to show the actual performance against the agreed KPI's for review by IT Manager and Senior Management.

Policies and procedures

- Liaise with staff to ensure that new processes are introduced as required and that roles and responsibilities are clear.

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- Review IT policies and procedures annually and update as necessary in light of any legislative changes, obtaining approval for any changes at the appropriate level.

Internal and external communications

- Deal effectively and efficiently with queries from staff, and external enquirers.
- Provide clear written reports, guidance and correspondence when needed.
- Provide induction and training for staff in IT procedures and policies.

System development and process improvement

- Implement ways in which the systems can be improved and integrated better with other data management systems. Ensure that planning and monitoring systems and processes are in place to support the business.
- Maintain systems and processes to enable all activities can be carried out efficiently.
- Ensure that the systems operate effectively. Liaise with staff to improve the operation of the systems and to ensure the integrity of data is maintained at all costs.
- Develop and maintain appropriate IT procedures and internal controls.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience of working independently and part of an IT team
- Experience in developing new processes and procedures.
- Experience of managing security and access for staff.
- Experience of Office 365 security set-up and cloud management.
- Experience with Dynamics CRM would be good.
- Experience of implementing IT contracts to deliver services e.g. Telephone, Internet etc.

Skills and Abilities

- Ability to work and communicate well with colleagues in other disciplines, at all levels, and with suppliers and professional advisors.
- Ability to plan and organise work in order to meet tight deadlines.