

# IT SUPPORT ANALYST JOB DESCRIPTION

- Job title:** • IT Support Analyst
- Department:** • Corporate
- Initial term:** • Full time, Permanent
- Salary:** • £33,000 + generous benefits
- Reporting to:** • Senior IT and CRM Manager
- Direct reports:** • None
- Location:** • Victoria, London (hybrid working with at least three days in the office each week)
- Website:** • [www.nhsproviders.org](http://www.nhsproviders.org)

## About NHS Providers

NHS Providers is the membership organisation for the NHS hospital, mental health, community, and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in England in voluntary membership, collectively accounting for £115bn of annual expenditure and employing 1.4 million people. We are a busy, high performing team of around 100 staff, based in central London, although we are flexible and work in a hybrid format, with both office and homeworking.

Our values are at the centre of who we are, what we do, and how we behave:



## Purpose of this role

To support NHS Providers by providing operational and administrative support for its internal IT systems by ensuring the smooth running of the IT infrastructure in our office environment.

## Nature and Scope

A key focus of this post is to support the efficient running of the organisation's IT infrastructure by being the first point of contact for staff and liaising with our offsite and onsite IT partners. We work from Microsoft Office 365 which was implemented in May 2020. This role will be instrumental in helping us get the best value from that investment.

The IT department has six post holders and delivers information governance, project management and IT support to the organisation.

We are in the process of implementing the IT Infrastructure Library (ITILv4) – a best practice framework for the management of IT services and the post holder will take responsibility for the incident management, service request and service desk practices.

The post holder will report to the senior IT and CRM manager working closely with our CRM and membership team.

## Accountabilities

### IT and administrative support

- First line support to all employees needing IT support, this will largely involve hardware support and working with our offsite IT partners.
- Ensuring the smooth running of the IT infrastructure in our office environment and remote working.
- Support and maintenance of office desktops, laptops and peripherals including network printers.
- Setting up profiles for new members of staff for their IT requirements and liaising with them prior to start date due to the current set up of remote working.
- To be the main point of contact with our IT suppliers.
- Responding professionally and quickly to staff enquiries around IT and related issues.
- Setting up and managing user accounts for additional software beyond Office 365.
- Responsible recording and tracking IT equipment bought to support staff members.
- Providing training and support to users as required.
- Supporting the senior IT and CRM manager with ongoing IT projects across the organisation.
- To assist in responding to emails via the IT enquiries inbox.

### Office administration

- Support the smooth running of the office facility by purchasing of office stationery and kitchen supplies.
- Liaison with onsite suppliers/landlord regarding the maintenance and trouble shooting of other non IT office equipment (e.g. standing desks).

### Developing best practice

- Supporting the development of the 3 ITIL practices in scope of the role: incident management, service request and service desk.
- Updating and creating documentation and procedures for internal use.

## Personal Development

- With support from NHS Providers the job holder will be expected to undertake IT technical training and ITILv4 best practice training as necessary.

## Other

- Undertake any other duties as may be required either on a temporary basis or following mutually agreed changes to this job description as a result of organisational changes.

## Person Specification

Attributes	Essential Criteria	Desirable criteria	Assessed
Qualifications	<ul style="list-style-type: none"> <li>A recognised basic Microsoft qualification or equivalent experience.</li> </ul>		Application
Experience	<ul style="list-style-type: none"> <li>Experience of IT support within an office environment. This may include involvement in maintaining, developing, upgrading and/or training others in an IT system.</li> <li>Knowledge and experience of troubleshooting IT hardware, and software.</li> </ul> <p>Knowledge and experience of Microsoft Office 365, Sharepoint and cloud-based products.</p>	<ul style="list-style-type: none"> <li>Experience of Exchange</li> <li>Experience in a similar IT related role</li> </ul>	Application and interview
Skills and ability	<ul style="list-style-type: none"> <li>Ability to work as part of a team and also able to use own initiative, working with minimum of supervision when required.</li> <li>Good communication skills, both written and verbal, with</li> </ul>	<ul style="list-style-type: none"> <li>IT literate in a specific Project Management system</li> </ul>	Application and interview

	<p>the confidence to communicate with people at all levels with the ability to explain technical details to non-technical staff.</p> <ul style="list-style-type: none"> <li>• Enthusiasm, energy, commitment, and ability to work flexibly, responding well to change.</li> <li>• All- round self- starter with good prioritisation and time management skills.</li> <li>• Analytical mind set with a positive, proactive approach to problem solving.</li> <li>• Good customer service focus and experience of handling customer enquiries in an efficient and timely manner.</li> <li>• Able to learn and adapt to other, 3rd party, software that supports the business.</li> </ul>		
Knowledge	<ul style="list-style-type: none"> <li>• Excellent knowledge of Microsoft based operating systems and their installation.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of working with IT networks</li> <li>• Knowledge of IT security protocols</li> </ul>	Application and interview

*Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.*

*NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.*

## Equality and Diversity

We are working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author, and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers.

We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

## Place of work and hours

NHS Providers' office is located in Victoria, London. We are working in a hybrid format, where staff work five days a week, with one to three days in the office. Staff can apply to work permanently at home, and this will be considered on a case-by-case basis, taking into account individual circumstances, the nature of the role and operational needs.

NHS Providers is supportive of flexible working and will give reasonable consideration to requests for reduced hours/part time working, compressed hours, staggered hours (early start/late finish etc), annualised hours, and job sharing.

## Staff benefits and groups

We offer a wide range of benefits:

- 25 days holiday plus two additional days off at Christmas.
- Personal development training and memberships to professional bodies.
- Study leave, help another leave day, service-related leave, and the potential to purchase up to five days extra off per year.

- Enhanced maternity and paternity leave pay.
- Season ticket loan for travel.
- Access to life insurance and dental plan.
- Enhanced pension scheme.
- Flu jabs.
- Eye test.
- Cycle to work scheme.
- Health and wellbeing initiatives.
- Access to the employee assistance programme, a confidential counselling service.

For more information, please contact HR by emailing [HR@nhsproviders.org](mailto:HR@nhsproviders.org)

We also run social groups such as a 'social exercisers' WhatsApp group and a book club, as well as a number of staff groups to provide support and a safe space to discuss issues that matter to staff:

- The Race Equality and Cultural Inclusion group (RECI).
- Mental health group.
- LGBTQ+ group.

## How to apply

Please send a CV and covering letter setting out why you are interested in the role and how you meet the person specification to [recruitment@nhsproviders.org](mailto:recruitment@nhsproviders.org) by noon, 19 August 2024.

Interviews will take place from the week commencing 2 September 2024. Please note, those invited to interview will be required to respond to a set task, to be presented as part of the interview process.