

WHAT'S THE ROLE?

IT SUPPORT COORDINATOR

Supporting IT business partner in the day-to-day operations of the IT department. Providing first- and second-line support, to both our staff in our London bridge office and staff working remotely which includes troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and the installation of software. Where necessary liaising with service provider and escalating tickets.

THIS ROLE WOULD BE GREAT FOR YOU IF YOU...

- Provide first and second line technology support for staff in the office and remotely
- Give expert advice and able to troubleshooting laptops
- Able to re-cable workstations and replace faulty docking stations
- Support video conferencing rooms (Microsoft Teams)
- Manage user account management through active directory
- Troubleshoot printer issues and liaise with supplier to book engineers
- Perform system maintenance and updates as appropriate
- Able to image/reimage laptops and install updates and software
- Advise colleagues on best practices, policies, and process improvement
- Develop and nurture relationships with colleagues to encourage technology use
- Perform system maintenance and updates as appropriate
- Work with IT Business partner to update documentation administrative task and improve asset management

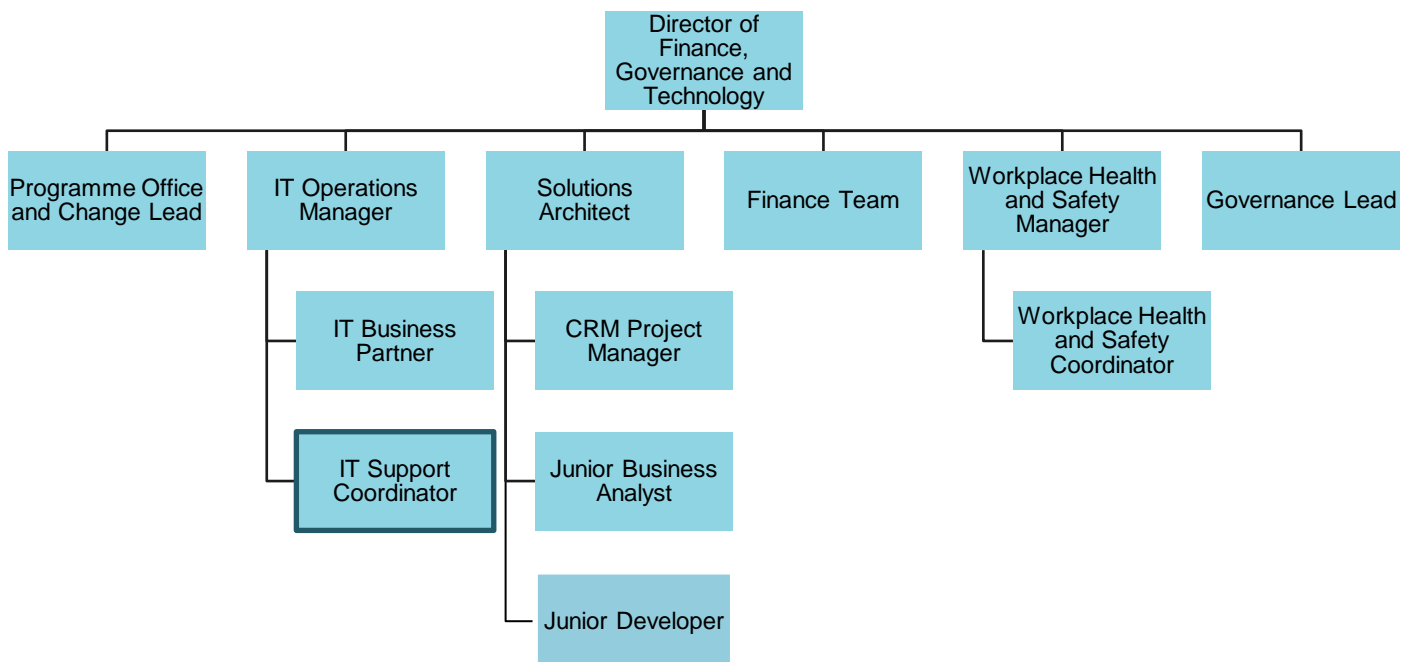
WHO YOU ARE

- Knowledge of computer operating systems, hardware and software, or the willingness to learn
- Enthusiasm for technology
- Good knowledge of Microsoft products, including Office 365 and SharePoint
- A strong customer focus
- Excellent organisation skills
- The ability to prioritise and able to manage your own workload
- Comfortable adapting to changing priorities and customer requirements
- Strong teamworking skills
- Excellent verbal communication skills
- Great at getting along with people and building relationships
- Problem solving skills
- High attention to detail
- Actively supports our commitment to equity, diversity, inclusion and allyship.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager:	IT Operations Manager
Pay Band:	2 - Coordinator
Contract:	Fixed Term – 12 months
Hours:	Full time; 37.5 hours per week. We're happy to consider requests for flexible and part-time working on hiring.
Location:	Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office three to four days a week and we may need you to come in for specific meetings.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?



OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.

HOW TO APPLY

To complete your application, you will be asked to upload your CV and complete the supporting information section through our application portal. Please fill in parts one and two of our application for your personal statement, both have an 8000-character limit. You may wish to use a method such as the '[STAR](#)' technique or similar. When completing the statements please ensure you clearly provide a full and relevant example of how the criteria apply.

PART ONE

Please address the core/essential 'who I am' skills, experience and competencies required using real examples where possible and tell us in what ways you are a good match for the role.

This provides you with a great opportunity to showcase your knowledge, skills and experiences with the most important aspects of this role which will be used in reviewing and shortlisting applications:

- Knowledge of computer operating systems, hardware and software, or the willingness to learn
- Enthusiasm for technology
- Good knowledge of Microsoft products, including Office 365 and SharePoint
- A strong customer focus
- Comfortable adapting to changing priorities and customer requirements

Part two:

Please provide us with any further supporting information that you feel will benefit your application. You may want to reference the values and behaviours sections.

This provides you with a great opportunity to further support your application, showcase your understanding of the role and how you feel you will be able to contribute to the success of Prostate Cancer UK.

Apply via our [jobs page](#). If you require any adjustments or assistance, please email hr@prostatecanceruk.org

We look forward to receiving your application!