

Job Description

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland.

Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it.

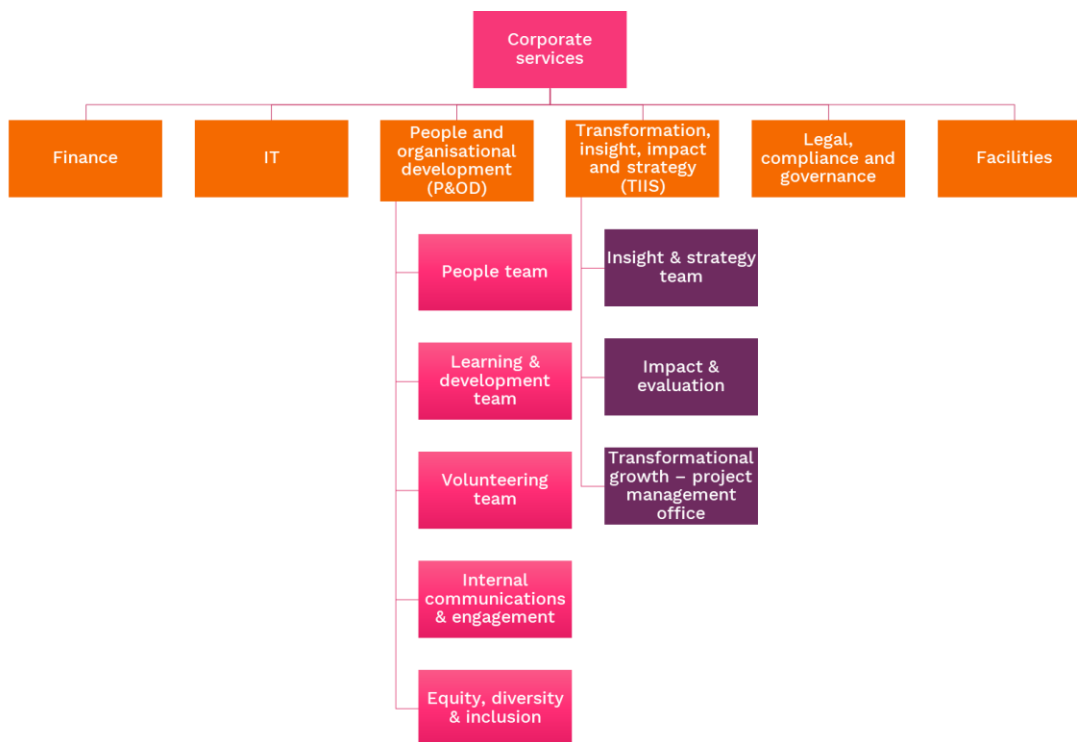
Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Job title	IT support engineer
Directorate	Corporate services
Team	IT
Job title of reporting manager	IT support manager
Job title(s) of direct reports	None
Document created (Month and Year)	April 2024

Overview of directorate

The corporate services directorate provides professional support services for the organisation. Our role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals. We do this through legal compliance, business planning, people and organisational development, impact evaluation, insight gathering, strategy development, professional dealings with internal and external stakeholders, and by following good business and sector practice. The directorate is made up of the following teams:



The role of the IT team is to be responsible for the development, management and maintenance of IT across all Breast Cancer Now offices. This includes the data centre, servers, printers, copiers, applications, telecoms, mobile communications, and IT security.

Job purpose

- To provide 1st and 2nd line support to approximately 350 staff members across 4 offices and around 200 associates that are supported in a smaller capacity.
- To contribute to maintaining the high availability of the IT systems, within the core working hours and mostly available outside of those hours.
- To provide ad hoc IT training throughout Breast Cancer Now to the people who use our IT systems.
- To take a proactive role in IT projects and adopt a flexible approach to work effectively in a changing environment and be prepared to travel throughout the UK and to work varying hours.

Key tasks and duties

- To provide 1st and 2nd line IT support to the organisation via IT service desk tickets and office walk ups and managing the queue with team members; escalating any issues to the IT support manager where necessary.
- To onboard and offboard staff members and associates according to our procedures, including performing IT inductions to new starters.
- To maintain the secure structure of access permissions for files, mailboxes, and applications.
- To maintain the Mitel VoIP telephone system and provide user training as required.
- To support MDM with Intune on Android and IOS operating systems.
- To manage and administrate Windows and Mac operating systems, applications and licencing.
- To ensure the continuity and quality of cloud and on premise backups. To perform restores on

request.

- To assist the infrastructure team in managing and troubleshooting the Breast Cancer Now network and servers. This includes upgrades that are conducted outside of office hours.
- To plan and rollout hardware and applications to the organisation.
- To manage IT assets in line with our policies.
- To write IT documentation, including policies and procedures, knowledge base items and user guides.
- To provide ad hoc IT user training as required.
- To assist in delivering IT projects as identified by the head of IT or IT support manager.
- To visit the national/regional centres to provide support and maintenance for the local IT hardware and software.
- To be an effective member of the team, presenting a positive impression of it and the service provided to staff.
- To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- To maintain confidentiality regarding client information at all times, and to operate within the charity's cyber security, data protection and IT usage policy.
- To liaise with relevant staff members, outside agencies and 3rd party providers, as requested.
- To adhere to all Breast Cancer Now's policies and procedures.
- To undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Qualifications and experience

It's **essential** for you to have the following experience:

	Method of assessment	
	Shortlist	Interview
Of working in a 1 st and 2 nd line support role	x	x
Working with and troubleshooting desktop and networking issues (e.g., LAN, WAN, TCP/IP, DNS, DHCP)	x	x
Excellent management and troubleshooting of Windows 10 or above	x	x
Excellent use and troubleshooting of Microsoft Office 365 applications	x	x
Use of Microsoft Office 365 Admin Centre apps at a basic to intermediate level	x	
Management of Active Directory	x	

It's **desirable** for you to have the following experience:

	Method of assessment	
	Shortlist	Interview
Microsoft or other IT-specific certification, apprenticeship program	x	
Working within regulations such as General Data Protection Regulation		x
A basic understanding of cyber security		x
Administering VoIP phone system, such as Mitel, at a basic to intermediate level	x	
Basic to intermediate experience of command lines such as PowerShell	x	

Skills and attributes

It's **essential** for you to have the following skills and attributes:

	Method of assessment	
	Shortlist	Interview
Ability to learn and administrate new applications quickly	x	x
Ability to train staff effectively in IT packages and related procedures	x	x
Have strong time management, prioritisation and organisational skills	x	x
The ability to work unsupervised and use initiative	x	x
Communicating effectively with team colleagues and others in person, by email and over the telephone, showing tact and discretion when dealing with sensitive and confidential information	x	x
Ability to adapt quickly to change	x	x
Ability to build sound customer relationships with internal users and external stakeholders	x	x
Possess sound and logical problem-solving skills	x	x

It's **desirable** for you to have the following skills and attributes:

	Method of assessment	
	Shortlist	Interview
Flexibility and willingness to work outside normal office hours when the occasion demands		x
A thorough and accurate approach to work with excellent attention to detail		x
Apple Mac use and management	x	

Role Information

Key internal working relationships

You will work closely with the following:

- Colleagues in corporate services directorate
- All other directorates and teams

Key external working relationships

You will work closely with the following:

- IT consultancy companies
- Other suppliers and vendors, as appropriate

General information

Role location and our hybrid working model	<p>This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>Ibex House 42-47 Minories, London, EC3N 1DY (open Monday to Thursday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.</p>
Conflict of interests	<p>You will be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which</p>

	could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.

How to apply - guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.