

JOB DESCRIPTION

| | |
|--------------------------|---|
| ROLE: | Senior IT Support Technician |
| RESPONSIBLE TO: | IT Operations Manager |
| RESPONSIBLE FOR: | No direct reports |
| SALARY BAND: | Mulberry PayScale, Grade Elm |
| SALARY: | £31,742 to £38,711 pa |
| LENGTH OF TENURE: | Permanent |
| HOURS | 37.5hrs per week |
| LOCATION | Clapham (on-site with some remote work and travel to local sites) |

Royal Trinity Hospice is the local hospice for southwest and central London. We provide free specialist palliative and end-of-life care for people living in Wandsworth and parts of Lambeth, Merton, Westminster, Hammersmith & Fulham, Kensington & Chelsea, and Richmond.

The overall purpose of the role

The Senior IT Support Technician role sits within a small but busy IT team and will play a pivotal part in support of Royal Trinity Hospice's customers and systems. Reporting to the IT Operations Manager, the Senior IT assistant will be responsible for providing 1st and 2nd line support services to the staff, volunteers, and service users at the hospice and will support the IT Operations Manager in their day-to-day activities, ensuring the IT service is delivered to the agreed standards, as well as providing mentorship and team-leadership to the IT Support Technicians within the team.

Main Duties

The primary duties of the Senior IT Support Technician include, but are not limited to:

- Working independently and as part of the wider team, the post holder will be responsible for fulfilling service requests and resolving calls within agreed timeframes.
- Supervise, mentor and provide escalated support for IT Support Technicians to provide 'outstanding, effective and robust' services and ensure service level targets are met.
- Collaborate with colleagues across all levels within the team and the wider business to support the team's success, staff IT training and the organisation's ambitions.
- Delivering a high quality of work, ensuring that attention to detail, professionalism and consistency is always upheld.
- Adherence to Royal Trinity Hospice's policies, procedures, and values.
- Supporting the IT Operations Manager in their day-to-day activities, including backups, reporting, patching etc.
- Playing a crucial part in delivering aspects of ongoing and future IT projects.
- Supporting the business in the provision of documentation and knowledge sharing.

Communication and Relationships

- Proficient in verbal and written English.
 - To communicate effectively at every level within the organisation.
 - Providing and receiving complex information for analysis and review by non-specialist colleagues.
 - Excellent interpersonal skills, as the role necessitates advanced relationship-building and communication skills to build rapport with internal and external stakeholders.
 - Act as a role model for continuous quality improvement, offering advice and support where necessary.
-

- Motivate and support all staff to comply with national and local standards, including GDPR and data protection regulations, providing guidance where necessary.
- Work collaboratively with colleagues across multiple departments to establish and develop guides and processes for using IT Systems.
- Attend and participate in all appropriate meetings and forums as agreed with the line manager
- The ability to explain technical concepts in plain English.

Knowledge, training and experience

- Working knowledge of Microsoft 365 and Windows OS.
- Working knowledge of Microsoft Azure, Azure AD and Intune.
- Working knowledge of Windows Server OS, Exchange and Active Directory.
- Sound understanding of network and server infrastructure.
- Knowledge of IT security software solutions.
- Knowledge of various end-user computing hardware, e.g. Laptops, PCs, Phones etc.
- Experience with Citrix Virtual Apps and Desktop is desirable but not essential.
- Able to work with SLAs and KPIs.
- ITIL qualification

Analytical and judgment skills

- Strong ability to fault-find customer issues remotely, in person or over the phone, ensuring that outcomes are documented within support tickets.

Planning and organisational skills

- Maintain accurate, clear & concise records.
- Maintain and report accurate statistical data and information as required.
- Working with the staff to develop and monitor a robust system for identifying their training needs.
- Be a self-starting and proactive individual.
- Able to multitask and prioritise work appropriately.
- Review and implement processes, permissions and access levels setting and policies.
- Exercise good personal time management, punctuality, and consistent, reliable attendance.
- Proven project management skills and experience in developing and implementing new systems and processes to support advancement activities, gaining stakeholders' buy-in.

Physical skills

- Physically able to work in tight spaces such as comms rooms and underneath desks, for example, when required.

Responsibility for patient/client care

- No direct responsibility for the patient or client care, although the postholder is responsible for maintaining a high-quality IT service for our users.

Policy and service development implementation

- Contribute to specific projects as agreed with the line manager concerning personnel development and your role.
 - Take an active role in developing the IT service, including data collection, quality standards, research, and audits.
 - Responsible for the maintenance of IT policies
 - Provide training and produce training materials for new and existing users
-

- Ensure compliance with national statutory requirements and best practices following critical regulators such as ICO guidance, effectively planning and managing the relevant processes that support and underpin assurance provision to stakeholders.
- Responsible for the implementation of Continual Service Improvement (CSI) activities.

Responsibility for finance and physical resources

- No financial authority or responsibility.
- Responsible for the upkeep and maintenance of physical IT hardware and infrastructure.

Responsibility for Human Resources

- Be willing to stand in for the IT Operations Manager when required.
- No direct reports, although the post holder will be expected to provide a certain level of team leadership to the IT Support Technicians and act as a mentor/role model.

Responsibility for Information Resources

- Working with the IT Team to develop and maintain user guides, departmental standards and the knowledgebase.
- Ensure information security best practice is followed, and relevant information security policies are adhered to by the business.
- Ensure IT records are kept up to date and carry out regular audits to validate accuracy.
- Responsible for maintenance of information systems, ensuring availability, performance and security are at optimum levels.

Research and Development

- Undertake relevant research to aid in the investigation and resolution of incidents.
- Develop and implement systems to ensure that IT systems are appropriately utilised and that best practice is shared across all teams and colleagues as appropriate
- Assist the IT Operations Manager in researching emerging technologies and their appropriateness for Royal Trinity Hospice.

Freedom to act

- Work within organisational policies and procedures and advise employees and managers.

Physical effort

- A combination of sitting, standing, and walking
- Frequently sitting in one position for extended periods.
- Occasional physical relocation of server, network and EUC hardware.

Mental effort

- Be able to concentrate for short periods with frequent interruptions.
- Adapt to changes in planned work patterns and manage multiple demands.
- Show an appropriate level of emotional intelligence and resilience.
- Seek support and guidance as required.

Emotional effort

- To have a degree of self-awareness and use this to maintain own and others' emotional well-being.
- Resilience to infrequently encountered emotional circumstances.

Working conditions



- Rare requirement to work in unpleasant environments.
 - Daily requirement to use a computer or tablet device for extended periods.
 - The position may require some out-of-hours work, for which time off in lieu will be provided.
-

PERSON SPECIFICATION: Senior IT Support Technician

| EDUCATIONAL/PROFESSIONAL QUALIFICATIONS | ASSESSED |
|--|--------------------------------|
| Essential attributes | |
| Relevant degree level or equivalent knowledge | Application Form, Interview |
| ITIL v3/4 Foundation Certificate | Application Form, Certificates |
| Desirable attributes | |
| Microsoft Certifications | Application Form, certificates |
| KNOWLEDGE AND EXPERIENCE | ASSESSED |
| Essential attributes | |
| Comprehensive knowledge and skillset of Microsoft OS and applications | Application form, interview |
| Evidence to suggest ability to discharge the main duties of the post | Application form, interview |
| Troubleshooting, investigation, and diagnosis of PC/IT hardware issues | Application form, interview |
| Experience in providing 1 st and 2nd line support | Application form, interview |
| Knowledge of Microsoft Server systems (AD, Exchange, SQL) | Application form, interview |
| Knowledge of Virtualisation and app deployment (VMware, Citrix) | Application form, interview |
| Knowledge of Network control systems | Application form, interview |
| Desirable attributes | |
| Work experience in a charity environment | Application form, interview |
| Evidence of experience of change management. | Application form, interview |
| Formal/Informal training in IT systems | Application form, interview |
| SKILLS AND ABILITIES | ASSESSED |
| Essential attributes | |
| Excellent IT skills, including Microsoft Office (Outlook, Word, Excel, etc) | Application form, interview |
| Ability to translate technical processes into standard plain English and interpret administrative procedures into technical functionality | Application form, interview |
| Proficient in time management, organising own workload, priorities | Application form, interview |
| Proven project management skills and experience in developing and implementing new systems and processes to support advancement activities, gaining stakeholders' buy-in | Application form, interview |
| Able to build effective working relationships | Interview |
| Able to reflect & critically appraise own work | Interview |
| Able to assess team workloads and assist technicians towards targets | Interview |
| Able to use initiative and work autonomously, in a team or individually | Interview |
| Desirable attributes | |
| Training delivery | Interview |
| PERSONAL ATTRIBUTES | ASSESSED |
| Essential attributes | |
| Ability to communicate technical subjects to the inexperienced user | Application form, interview |
| Good interpersonal and communication skills with all levels of staff/users | Application form, interview |
| Sensitive to the impact of introducing new systems | Application form, interview |
| High levels of initiative, innovation and self-motivation | Application form, interview |
| Ability to undertake duties & demands of the post | Interview |
| Good health and attendance record | Interview, references |
| Desirable attributes | |
| Ability to research and analyse IT systems | Application form, interview |
| Full UK driving licence/ ability to travel independently | Application form, interview |

