

JOB DESCRIPTION

Post Title: IT Support Technician

Responsible To: IT Co-ordinator

Accountable To: IT Manager / Director of Finance and Chief Operating Officer

Overall Purpose of the Role

To work within the framework of the St Luke's Strategy in its provision of Specialist Palliative Care by supporting Managers in ensuring the aims and objectives of the organisation are met and in accordance with the ICT Service Level Agreement.

To give IT and technical support to IT systems, hardware, software and telephone systems.

To maintain the IT helpdesk in accordance with the Service Level Agreement.

Maintaining records of equipment, software, licences and other technical requirements.

Key Responsibilities

1. Supporting the IT Helpdesk by receiving IT problems and requests via the IT Portal, e-mail, telephone and in person and logging each call.
2. Analysis of each request via the IT Helpdesk in order to assign an appropriate priority as specified in the Service Level Agreement.
3. Take ownership of helpdesk tickets from logging through to resolution, escalating tickets to the IT Co-ordinator when required.
4. Configuration of mobile devices.
5. Diagnose, respond and correct faults within defined service levels, providing a professional, effective and efficient service. Escalating complex issues to the IT Co-ordinator.
6. Supervise/maintain/install computer equipment/software within St Luke's or its external premises eg shops.
7. Understand, operate and administer St Luke's ICT Policy and Procedures including promoting good practice in the use of IT and IT security.
8. Maintain strict security and confidentiality regarding all aspects of data and information including implementation of Information Governance and IT security policies.

9. Ensure the following procedures are carried out and /or adhered to by Heads of Department and employees, reporting non-compliance to the IT Co-ordinator:
 - Computer security
 - Computer back-ups
 - Computer integrity including passwords
 - Use of authorised software only
 - Controlled use of the internet/intranet
10. Assist the IT Co-ordinator in the day-to-day technical support of St Luke's network and communication systems.
11. Maintain complete and accurate IT Registers.
12. Creating and maintaining user accounts in Active Directory and other software.
13. Maintain all relevant stock levels.
14. Perform PC and printer repairs whilst complying with Health and Safety procedures.
15. To assist the IT Co-ordinator in providing an efficient technical support by:
 - organising meetings
 - preparing technical and training manuals
 - preparing slide shows and presentations as required
16. Assist and support users on hardware and software as required.
17. To undertake any other tasks as reasonably expected.

General

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend mandatory training annually.
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with the St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.

- Make a positive contribution to fundraising and raising the profile of the Hospice.

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date agreed: January 2019

Review date: January 2020