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**IT Support Technician**

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| Job Title: | IT Support Technician |
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| Department: | IT |
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| Location: | St Catherine’s Hospice |
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| Hours: | 37.5 hours per week |
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| Salary: | Up to £27,000 (dependent on experience) |
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 Responsibilities

**JOB DESCRIPTION**

| Job Summary |
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The role is to support all aspects of IT Infrastructure and Services throughout the Hospice.

You will be expected to resolve 1st and 2nd line support requests at hardware and software level. You will meet internal SLA’s as defined by the IT Manager to ensure staff satisfaction and service delivery demands. Providing communication to staff during all phases of the resolution path.

As well as day to day support you will assist with the rollout of new hardware and software to the infrastructure using pre-defined methodologies to ensure minimal business impact during these projects.

Your excellent communication skills will allow you to communicate with staff at all levels in a way that helps them understand IT systems, their issues and any delays in resolution.

| Main Duties and Responsibilities |
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| Duties include:**First Line Responsibilities*** Respond to IT support requests from staff via phone, email, or in-person, providing timely and effective assistance.
* Troubleshoot and resolve hardware and software issues, including desktops, laptops, printers, and peripherals.
* Install, configure, and update software applications and operating systems.
* Provide user account administration, including password resets and access permissions.
* Assist with basic network troubleshooting and connectivity issues.
* Document support activities and maintain accurate records of incidents and resolutions.
* Along with the IT Manager and Senior Support Technician, maintain full system documentation for all aspects of the Hospice IT Infrastructure
* Provide out of hours remote support as per the monthly rota
* Participate in personal training, development and performance review as required.
* Investigate and resolve more complex technical issues, escalating to Senior Support where required.

**Second Line Responsibilities (with suitable experience)*** Diagnose and troubleshoot server, network, and infrastructure problems.
* Manage and maintain server systems, including backups, updates, and security patches.
* Collaborate with third-party vendors and service providers to resolve advanced technical issues.
* Develop and implement IT policies and procedures to ensure the security and efficiency of our systems.

**Other Duties*** Any other duties as required by the IT Manager and CEO/Directors Team.
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# VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**PERSON SPECIFICATION**

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| ESSENTIAL  | DESIRABLE  |
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| Experience |
| * Experience of working in an IT Support environment
* Experience of basic Hardware Maintenance.
* Experience of basic Software installation and Configuration
* Experience of working in a team
* Understanding of secure IT practice
 | * Experience of working in a Hospice environment.
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| Knowledge and Skills |
| * A willingness to learn and an aptitude for fault finding and diagnostic skills
* Ability to follow pre-defined process for updating of issues and resolution
* Ability to understand user requirements and to assess needs, likely outcomes, and where necessary determine cost-effective solutions.
* Basic technical working knowledge of Network and IT systems including:

Microsoft Desktop OSNetworking HardwareGeneral Networking Protocols | * Microsoft Server OS & Active Directory
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| Other* Commitment to personal and professional development
* An understanding of and demonstrable commitment to the hospice’s values of caring, compassionate and committed, as a framework for decisions, actions and behaviours
* Understanding and commitment to the aims of Equality, Diversity and Inclusion
* Appreciation of confidentiality
* Flexible and proactive working approach- some evening and week-end working will be required
* Full valid driving licence/use of own vehicle and able to travel across Central Lancashire as required
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