



JOB DESCRIPTION

JOB TITLE: Lead IT Support Engineer

DEPARTMENT: IT Support

RESPONSIBLE TO: Mike Styles

ACCOUNTABLE TO: Mike Styles

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley. The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

The In-patient Ward for adults currently has 7 beds. The Medical Service provides medical support to adult inpatient and outpatients, including ward rounds, admissions, home visits and MDT meetings.

There is an outpatient Adult Living Well Service, out-patient clinics along with Physiotherapy, Occupational Therapy and Wellbeing Services provided including Complementary Therapy, Counselling, bereavement and family and carers support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and also a Care Home Support Team. The medical team provides support to this service by reviewing patients in clinics, at home and in nursing homes.

The Children's Hospice at Home service provides specialist nursing support as well as hands on nursing and short breaks to children with cancer or palliative care needs in their own homes. The medical support for the Children's team is provided by the children's own GP and the Consultants at the Tertiary centres in London

The population of the core area (Dartford, Gravesham and Swanley), where both adult and children's services are provided; is approximately 270,000 people, with over 45,000 adults above the age of 65.

Role purpose

- The role will support the IT Manager in ensuring the organization maintains a robust IT Infrastructure supporting staff, systems, and services across ellenor's Hospice, Office and Shop locations. Maintaining services, IT infrastructure and supporting end users and devices will be done in conjunction with ellenor's IT Multi Services Provider (MSP), so requiring some vendor and third-party relationship management as well as user direct 2nd and some 1st line technical support.

Working hours of the role may on occasion need to be flexible to support any urgent issues or project delivery needs.

The successfully candidate will possess good communication and organizational skills, have a keen eye for detail and a drive to improve operating processes, efficiencies, and documentation. The role may also in due course present opportunity to train and oversee more junior and volunteer IT staff.

Internal Key relationships

- Key support and working relations span the Operational, Senior and Executive Management team members.

External Key relationships

- Key external relationships span numerous service providers including an IT MSP, Data and Voice communications, Multi-Functional Device partners, Mobile and Computer device providers.

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Duties and Responsibilities:

- **IT Systems Support**
 - Working in conjunction with an IT Multi Services Provider (MSP) you will assist in ensuring the IT infrastructure is maintained and help with service issues resolution in a timely manner
 - Escalate problem tickets and service needs, coordinating resolution as may be needed with the IT MSP, business application vendors and other third-party service providers
 - Participate in service delivery and technical account management reviews
 - Maintain and oversee the build and management life cycle of Desktop, Laptop, and mobile devices
 - Support the timely onboarding and offboarding of staff, including working with some 3rd party systems and services such as NHS email.

- Maintain accurate inventories to help with asset management needs, maintaining compliance and to proactively ensure stock of applicable IT equipment to meet demands.
 - Research, identify and assist with the ordering of IT solutions and applicable equipment
 - Support user account administration for restricted and closed internal systems
 - Assist with incident investigation, resolution and preventative recommendation works
 - Assist with the installation, maintenance and updating of structured cabling and associated patching of such
 - Assist with the maintenance of telephone systems across all sites
 - Assist with the annual budget preparation process
 - Some support requirements will require travel between ellenor sites including other office and shop locations
- **IT Solutions and Products awareness**
 - Keep abreast of external industry regulations and product developments
 - Research new IT devices and services including user compute, mobile, network, storage, backup, and security solutions
 - Assist in identifying and help to progress improvements to our technical environment and capabilities (functional, security, resilience, performance, and capacity)
 - Support business application changes and new solution implementations, providing technical advice and input
 - Support maintenance programs for IT equipment and infrastructure, including technical upgrades for voice and data networks, virtual and physical server estates.
 - Liaise with suppliers regarding functionality and cost of solutions as needed
- **Training**
 - Assist with ongoing internal training and associated explanatory material such as “How To” guides for staff relating to IT processes and practices
 - Support and train “Superusers” where opportunity exists to provide end teams with an increased go-to pool of expertise
 - When appropriate, help develop and oversee other IT resources, possibly including volunteers
- **Policies & Procedures**
 - Create and maintain relevant IT systems support documentation including maintenance of IT Policy and Standard Operating Procedures
- **Other Requirements / Duties**
 - You will have effective communication skills, including the ability to listen to, and explain technical issues and actions to non-technical staff in a way that they can understand.
 - Troubleshoot and work to resolve problems utilizing applicable 3rd party resources as may be needed, to compliment and increase your knowledge and support capabilities
 - Be an initiative-taker, able to self-prioritise, organize, and plan work either working standalone or part of a wider project or support team

- Have demonstrable working experience of the Microsoft O365 stack, including licensing, Teams, OneDrive for Business, SharePoint, and End Point Management
 - Have working experience of Multi-Functional Devices including scanning to email and cloud services
 - Have a working knowledge of Firewalls, network management (to include advanced DNS security records)
 - Any experience of working with NHS Health and Social Care Network (HSCN) is very desirable
- **General**
- Be aware of ellenor’s philosophy and be an ambassador always representing the organization appropriately and professionally
 - To abide by the organizations general confidentiality policy
 - To be aware of guidelines stated in the staff handbook and all relevant policies and procedures
 - To undertake annual performance reviews during which a personal development plan will be discussed
 - To attend statutory and specialised training when required and to maintain up to date mandatory and essential role training
 - Undertakes other duties commensurate with the seniority of the post as may be requested by the line manager
 - ellenor are committed to creating and maintaining a safe working environment for all staff, visitors and patients. All ellenor employees are expected to know, understand, and deliver their Safety Responsibilities.

Postholder’s Name
Postholder’s Signature Date
Manager’s Name
Manager’s Signature Date

This Job Description will be reviewed on a regular basis