

## JOB DESCRIPTION

JOB TITLE:	IT Support Engineer
DEPARTMENT:	IT Support
CONTRACT TERMS:	Permanent Full time, 37.5 hours per week
RESPONSIBLE TO:	Head of IT
ACCOUNTABLE TO:	Director of Operations

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and for children across the London Borough of Bexley. The organisation has in-patient and outpatient and Living Well services at Northfleet, comprehensive Hospice at Home services and a range of out-patient and community services all supported and delivered through a multi-disciplinary team (MDT).

### Job purpose:

The role is to primarily support the Head of IT ensuring the organisation 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 some vendor and third-party relationship management, 1<sup>st</sup> and 2<sup>nd</sup> line technical support is required.

Support requirements will on occasions require travel between ellenor sites including other office and shop locations and working hours of the role may on occasion need to be flexible to support any urgent issues or project delivery.

The successful candidate will possess excellent communication and organisational 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.

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

### Key Responsibilities:

- Working in conjunction with an IT Multi Services Provider (MSP) you will assist in ensuring the IT infrastructure is maintained and will help with service issues resolution in a timely manner.
- Escalate problem tickets and service support needs, coordinating resolution as 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 third-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.
- Support the maintenance of telephone systems across all sites.
- Assist with the annual budget preparation process.
- Troubleshoot and work to resolve problems utilizing applicable 3<sup>rd</sup> party resources as may be needed, to compliment and increase your knowledge and support capability.
- Create and maintain relevant IT systems support documentation including maintenance of IT Policy and Standard Operating Procedures

### 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.
- Identify 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

- Support 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.

### 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.

### General

- Be aware of ellenor’s philosophy and be an ambassador always representing the organisation appropriately and professionally.
- To abide by the organisations 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.

**Personal Specification  
(IT Support Engineer)**

	Essential	Desirable	Application/ Interview
<b>EDUCATION AND TRAINING</b>			
A-level or equivalent qualifications, or completion of Level 3 apprenticeship	X		
MTA / MS900 qualification		X	
Driving license and own transport	X		
<b>EXPERIENCE</b>			
Background of working within an IT Support role for local and remote users within an AD environment	X		
Supporting computer and mobile devices within a private WAN using end point device management solutions	X		
Experience of working with virtualised Microsoft servers, desktop solutions and RDS	X		
On-premises, cloud backup solutions, and cloud-based telephone solutions experience		X	
Support of cloud, Wi-Fi, POS devices and retail electronic till solutions		X	
Experience of working with NHS Health and Social Care Network (HSCN) is very desirable. Experience of working EMIS Healthcare systems is very desirable.		X	
<b>KNOWLEDGE AND SKILLS</b>			
Demonstrable experience of MS 365 suite administration with Windows 10, licencing, Teams OneDrive for business, SharePoint and End Point Management.	X		
Ability to troubleshoot WAN connected devices including MFD's in a practical and methodical manner		X	
Exposure to working with AD, Azure AD and Group Policy		X	
A solid working understanding of networking including VPN's, WAN's and firewalls		X	
Ability to create and maintain Windows command and PowerShell scripts		X	
Experience of Microsoft Deployment Toolkit ,Sophos products and IT Glue		X	

Working knowledge of Firewalls, network management including advanced DNS security records		X	
<b>PERSONALITY AND DISPOSITION</b>			
Have excellent communication skills and the ability to communicate at all levels.	X		
Be open, approachable, able to work calmly and methodically under pressure, with an attention to detail.	X		
Be able to use initiative, self-organize and prioritise workloads.	X		