



The Percy Hedley Foundation

Service: Central Services

Location: Forest Hall, Newcastle upon Tyne, NE12 8YY

Post: IT Technician

Contract Type: Permanent

Hours: Full time

Salary: £21,322 - £24,982 per annum

Closing Date: Midnight on Sunday 8th August 2021

Interview Date: Wednesday 18th / Thursday 19th August 2021

Vacancy Reference: IT/CS/PERM/JUL21

Following an internal promotion, the Percy Hedley Foundation is looking for an enthusiastic and motivated individual with experience supporting the use of computers and information technology to join its developing IT Team. Working alongside a small team of IT professionals you will be providing IT help and services to colleagues across the Foundation supporting disabled people to achieve their ambitions.

Reporting to the User Support Manager you will provide advice and hands on IT support across the Foundation's three sites at Forest Hall, Jesmond and Killingworth. Managing a case load of IT requests through our helpdesk system, you will troubleshoot faults, commission new equipment, and install software, ensuring a high quality of IT provision in our services.

Your contribution will enable the Foundation's work delivering education, care, therapy, and support that makes such a difference to the lives of disabled children, young people and adults.

Our ideal candidate is a good team player and will:

- Have experience providing IT support and troubleshooting IT problems on Windows operating systems and common applications such as Microsoft Office
- Be a good communicator, with an understanding of what makes good customer service
- Have a proactive, can-do attitude and a solutions-focused approach to work

This is an exciting time to join our IT Team as it begins the next phase of its development as part of a three year strategy, supporting a significant programme of transformation across the Foundation which is introducing of new technologies, services and ways of working.

In return, the Foundation can offer you a rewarding role with an ongoing commitment to professional development, including both training and the opportunity to get involved with major IT

projects, with clear routes for progression, in an organisation that has a profound positive impact on so many people's lives.

For a Job Description and Person Specification, please see the supporting documents section of this advert.

Informal enquiries can be addressed to Marc Barber, User Support Manager
(m.barber@percyhedley.org.uk)

Please note that while the normal working location for this role will be Forest Hall, Newcastle upon Tyne, hybrid working arrangements, including home working, are available and will be necessary until government guidance changes. Additionally, the successful candidate may be expected to take part in Covid-19 testing programmes in order to access Foundation residential sites.