

IT Technician

Service:	Central Services – IT Team
Responsible To:	User Support Manager
Salary:	Scale 10-18 (£21,322 - £24,982)

Job Purpose

Information Technology is essential to the Foundation's operation, from its use in financial management, to HR and care planning, right down to a student using a tablet computer to communicate with teachers, friends and family.

Our IT Technicians play a vital role providing 1st and 2nd line ICT support, addressing hardware and software issues that arise and helping users across all sites make the most of our IT facilities through providing advice, support and training.

In addition to being hands-on with hardware and software the IT Technicians support the running of the Foundation's IT infrastructure, working with other IT Team members carrying out administrative tasks and implementing changes as part of ongoing maintenance and project-driven activities to ensure we provide a secure, effective IT environment.

Main Duties

- Supporting users of Foundation IT facilities, taking ownership of the lifecycle of requests reported by phone, email and through our helpdesk tool
- Investigate, diagnose and resolve IT and AV incidents and requests, escalating to senior and specialist colleagues where necessary
- Provide helpdesk and front-line support for the main application programs and IT services and to provide technical guidance otherwise.
- Assist in the security marking, record keeping and maintenance of a full and up-to-date inventory of hardware and software, including licences
- Produce and maintain both technical and user documentation, including maintaining and developing an IT knowledge base
- Ensure that Foundation policy related to access to data and files are implemented and help oversee the safe use of IT facilities
- With appropriate coaching and supervision play a role in the maintenance, operation and support of servers and network infrastructure.
- Identify, share and investigate opportunities for improvement, working with colleagues to identify and implement solutions to increase service quality
- To carry out their duties and responsibilities at all times with due regard for the Foundation's Equal Opportunities, Health and Safety and Quality Management Policies.
- To undertake any other reasonable duties at the discretion of the User Support Manager.

Person Specification

Essential Criteria

Skills and Knowledge:

- Basic networking in a Windows environment
- Ability to solve problems and gather new skills and knowledge through effective investigation and research
- Effective self-organisation and time management
- Common software and applications, such as Windows 10, Office etc.
- Customer care with an ability to respond to user demands in a tactful and friendly manner
- Good communication skills, including being able to communicate complex topics to a non-technical audience

Experience:

- Demonstrable practical experience providing IT support in a Microsoft-centric ICT environment
- Experience of installing and supporting Windows operating systems and common Microsoft/3rd party applications such as Office, Adobe applications etc.
- Producing clear, effective documentation and information for use by IT staff and users

Personal Qualities:

- Methodical and organised, with an analytic and collaborative approach to problem solving
- Ability to work effectively in a team environment, sharing knowledge and skills and developing productive working relationships
- Commitment to continuous personal development

Other Requirements:

- Occasional working outside of normal working hours may be required.
- Full current driving license.

Desirable Criteria

Skills and Knowledge:

- Education/care sector specific IT systems and services (e.g. student, care, quality management systems)
- Enterprise cloud services such as Office 365
- Hardware maintenance and repair for a variety of makes, models and form factors of PC and other IT equipment

Qualifications and Training:

- Formal technical or professional qualification such as ITIL or CompTIA A+

Experience:

- Working in a charity, care or educational environment
- IT fault investigation, diagnosis and resolution, especially managed through a service desk or ITSM tool
- Experience installing and supporting the use of networked multi-function devices

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes;
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.

- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



0191
266
5491



Station Road,
Forest Hall,
Newcastle
upon Tyne,
NE12 8YY



foundation
@percyhedley.org.uk



percy.
hedley