Queenscourt Hospice Role Description
Post: ICT Co-ordinator
Reportable to: ICT Manager
Accountable to: Corporate Services Director

Role summary:

The purpose of the role is to ensure the smooth running of I.T. and Telecommunications Support. Main duties will be to provide technical helpdesk and support, staff training, troubleshooting, system access and purchasing, building and installing new equipment.

Main Duties and responsibilities

1. Provide technical helpdesk support. Troubleshoot network access issues e.g., resetting password, smartcard, mobile working or telephony problems, issues with printers, hardware and software, working with third party suppliers and 2nd line IT support where necessary.
2. Work closely with the ICT Manager to plan and implement any hardware, data or software projects.
3. Build devices in accordance with NHS protocols through the use of Microsoft SCCM, working with 2nd line support services.
4. Develop and maintain an understanding of Apple and Android devices.
5. Develop and maintain security access protocol for shared folders using Active Directory Tools.
6. Support teams with internal software and ICT developments and requirements.
7. Liaise with relevant NHS departments to provide staff members with access accounts for NHS Networks, NHS Mail, SystmOne and any other IT services as required.
8. Maintain and support staff with web hosted mail boxes
9. Maintain a secure database of information relating to staff logons and hardware.
10. Support staff and provide training in hardware and software use and Information Governance.
11. Develop and facilitate an on-going DSE training programme**.**

Policies and Procedures

12. Understand and comply with the policies and practices of Queenscourt including Health and Safety
13. Comply with the Data Protection Act 1998
14. To participate in an annual development and review process
15. To attend statutory training in accordance with Queenscourt requirements.

Health and Safety

16. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

17. Maintain absolute confidentiality in all areas of work.
18. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity.
19. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

August 2023

Person Specification – I.T. and Web Co-ordinator

Attributes Required	Essential	Desirable	How tested
Qualifications	• Educated to at least level 4 (Diploma or equivalent) or equivalent experience in an ICT related discipline.	• IT Qualification e.g. ECDL advanced	Application Form Certificates
Experience	• Demonstrable experience of building and maintaining equipment and bespoke systems • Experience of working in an ICT support role providing entry level technical support including the installing of software/hardware • Administration of Email systems • Implementation and support of Cloud based applications • Complex problem solving • Supporting staff with the use of ICT systems and hybrid working	• Previous experience of delivering training • Previous experience of working for a charitable organisation • Experience of collating data and producing reports • Experience of producing training aides and guidance documents • Implementation of new technologies • Experience of imaging hardware • Experience in implementing change	Application Form Interview References
Skills & knowledge	• Ability to manage conflicting workload priorities with strong organisation and prioritisation skills • Ability to see a project through from start to end • Be solution focussed – ability to identify possible risks and implement solutions to ensure limited downtime of ICT systems • Excellent IT skills with knowledge of full Microsoft Office Suite • Ability to work with 3rd party suppliers and 2nd line IT support until complex issues have been resolved • Excellent communication and interpersonal skills. • Customer focussed approach, both internally and externally • Ability to develop and foster supportive working relationships.	• Knowledge of the Hospice movement • Project Management skills • Knowledge of VOIP telephony systems	Application Form Interview References Test
Personal Qualities	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. Must be able to physically move PCs and ICT equipment.		References Interview

Disclosure and Barring Service (DBS)	This post is subject to a disclosure and barring check