



# Job Description & Person Specification

Douglas Macmillan Hospice  
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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<b>Job Title:</b>	IT Support Technician
<b>Responsible to:</b>	Head of IT
<b>Accountable to:</b>	Head of IT
<b>Published:</b>	August 2016
<b>Last Updated:</b>	July 2022

## Department Function:

The IT department is integral to the successful operation of the Hospice. We support a wide range of systems and equipment across all Hospice departments.

## Job Summary:

We are looking for an IT Support Technician who will provide Hospice wide 2<sup>nd</sup> line type support to our users and to manage the internal Hospice IT systems. They should be a responsive, highly productive individual who can work alongside other members of the team as well as our users and suppliers to ensure the continued operations of the Hospice IT department. This is a hands on role covering multiple sites.

## Duties & Responsibilities:

1. Provide phone and face-to-face IT support to end users on all applications and operating systems, including but not limited to Windows 10 Desktops, Windows Servers, Office 365 and Active Directory administration, Office 2016 / 2019 products, remote control utilities.
2. Using the IT Helpdesk system to log all calls via telephone, email, voicemail or in person. Ensuring that those calls are dealt with to completion or escalated to another member of the IT Department or software / hardware vendor where applicable.
3. Managing the IT Helpdesk, Knowledgebase & Asset Management system.
4. Control the use of all mobile devices including mobile phones, tablets and Bring Your Own Device (BYOD) using an appropriate Mobile Device Management (MDM) system.
5. Monitoring inbound remote access connections for Information Governance compliance purposes and reporting breaches.
6. Processing all new equipment, account and access requests for Information Governance purposes.
7. Provide support and maintenance for all IT hardware and hospice telecommunication devices
8. Assisting with the roll out of new hardware and software across the Hospice.
9. Use the IT Asset Management system to manage & control Hospice information assets and to deliver inventory control.
10. Provide end user training on both general applications and specialised applications.
11. Provide new user inductions.
12. Assist in the sourcing of hardware, software and other related products.
13. Field IT and communications calls from suppliers, external agencies and research bodies
14. Be familiar with the Hospice Data Protection Regulations and its implications.
15. Provide general assistance within the IT office.
16. When required, travel to the Hospice sites around North Staffordshire when an on-site fix is required.
17. Identify personal development needs and the means by which these may be achieved.

**Dougie Mac Values:**

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

**Standard Requirements of all Dougie Mac Staff:**

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

**Safety Health Environment (SHE):**

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

**Quality:**

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - familiarise themselves with the policies and procedures relevant to their role.
  - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training*</b> <i>Professional and post basic qualifications. Specialised training required for this post.</i>	- Educated to Level 3 – see table below	- <i>Willing to continue studying develop skills required for the post</i> - <i>Vendor Specific Qualifications or Training e.g. MCP, Comptia, CCENT etc.</i>
<b>Experience</b> <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	- At least 3 years experience of a similar 2 <sup>nd</sup> line role.	- <i>Any involvement with Cisco Telecommunication or Networking technologies or VMWare.</i>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- IT skills including Microsoft Office Suite (Word, Excel, Outlook and Powerpoint)</li> <li>- Knowledge of legislation as it effects own area</li> <li>- Effective customer care skills, including how to understand, deliver and manage customer expectations.</li> <li>- Strong analytical and problem solving skills.</li> <li>- Excellent time management skills.</li> <li>- Excellent interpersonal skills.</li> <li>-Working Knowledge of Windows 7/8/10/11</li> <li>-Working knowledge of Microsoft Office 2016 /Office 365 applications.</li> <li>-Cisco / Meraki and VMWare competence</li> <li>-Have a high degree of computer literacy and technical competency</li> <li>-Good working knowledge of computer hardware</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Working knowledge of Spiceworks</i></li> <li>-<i>Experience of PC remote control software e.g. VNC, Teamviewer</i></li> <li>-<i>Support experience of Cisco networks, Sonicwall Firewalls, Meraki networks, VMWare environments.</i></li> </ul>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> <li>- Have an excellent face to face &amp; telephone manner</li> <li>- Ability to relate to the multi-disciplinary team within the hospice.</li> <li>- Friendly with a professional approach</li> <li>- Self-motivated and have initiative.</li> <li>- Resourceful and creative.</li> <li>- A high level of accuracy and attention to detail are absolutely essential to the role.</li> <li>- Ability to prioritise tasks, appropriately delegate and manage time effectively.</li> </ul>	
<b>Other Job Requirements</b> <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> <li>- Due to the nature of the workplace, unless you are medically exempt, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status upon successful offer of employment as part of the pre-employment checks. (for more information please contact the HR Team)</li> <li>- Dress in a manner that conforms to accepted formal codes of business dress</li> <li>- Flexible working to meet shift requirements</li> <li>- Ability to travel independently throughout the locality with access to suitable vehicle for business purposes.</li> <li>- Able to meet the requirement of the job role</li> <li>-Prepared to undertake training and development as required, particularly with the introduction of new technologies</li> </ul>	

**\*National Qualification Framework**

National Qualifications Framework		Framework for Higher Education levels (FHEQ)	
8	Specialist awards	Doctoral (D)	- Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M)	- Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C)	- Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels		
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C		
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G		
Entry	Entry Level Certificate in Adult Literacy		

**Are you interested?**

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.