

Job Description

Job Title: IT and Data Systems Technician
Grade: Band 5
Hours of Duty: Full Time, 37.5 Hours

Organisational Arrangements

Accountable to: Information Governance and Data Systems Lead
Other Accountabilities: CEO

Role Summary

To provide a high standard of technical and IT administrative support across the organisation's IT infrastructure and data systems. To assist with the maintenance, development and optimisation of business systems, supporting improvements and providing high quality first-line technical support to users.

Key Responsibilities**Main Duties****Technical Support & User Services**

1. Provide responsive first-line IT support to all staff, diagnosing and resolving hardware, software, network and systems-related issues and escalating issues where necessary.
2. Act as the first point of contact between the Hospice and external IT support providers, escalating unresolved IT issues and coordinating technology projects.
3. Manage the IT aspects of the onboarding and offboarding process for employees, including user account creation, permissions management and equipment allocation.
4. Prepare and configure all Hospice end user devices in line with Hospice standards and security requirements.
5. Develop and deliver IT systems training and user guides, supporting staff during induction and beyond.
6. Provide support and administration for Microsoft 365 and integrated applications, including Webex, Papercut Hive, phishing simulation platforms and other digital tools.

Systems Administration & Development

1. Support with maintenance and continuous improvement of business-critical systems including EMIS, Vantage, Ashtons, Sage and Donorflex (and provide full system training where required).
2. Assist with system upgrades, testing, configuration changes and implementation of new functionality to improve user experience and operational efficiency.
3. Identify opportunities to streamline processes, improve data quality and enhance integration between business systems.
4. Support data management activities, ensuring the accuracy, integrity and security of information across all systems.

Information Security, Governance & Compliance

1. Support the Hospice in maintaining compliance with cyber security and data protection requirements, including the Data Security & Protection (DSP) Toolkit and Cyber Essentials accreditation.
2. Assist in implementing security best practice, user awareness initiatives and technical controls to protect Hospice data and systems.
3. Maintain the IT Asset Register and oversee the tracking and management of all Hospice-owned hardware and mobile devices.
4. Coordinate and complete regular IT audits, including Bring Your Own Device (BYOD), hardware audits.
5. Ensure compliance with all relevant Hospice policies relating to data protection, privacy, information security and data quality.

Digital Improvement & Business Continuity

1. Support the delivery of objectives within the Hospice Digital & IT Strategic Plan, contributing technical assistance, ideas and solutions.
2. Assist in the development, testing and continuous improvement of business continuity and disaster recovery arrangements.
3. Contribute to digital improvement projects, collaborating with colleagues, external suppliers and other Hospices to share best practice and implement innovative solutions.
4. Monitor and identify emerging technologies and opportunities that could improve the Hospice's operational effectiveness, security and user experience.

Health and Safety/Security

1. To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
3. To take responsible care for the health and safety of themselves and of others who may be affected by their acts or omission and comply with the Health and Safety legislation.
4. To wear appropriate safety clothing and use appropriate safety devices as required, and not to interfere with or misuse anything which is provided in the interests of health and safety.
5. To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.
7. To oversee appeals and event Risk Management Assessments and ensure outcomes are acted upon.

Education & Training

1. Participate in the Hospice appraisal system.
2. Maintain high professional standards and continue own personal and professional development.
3. Attend all mandatory training and update sessions.

Volunteers

Dr Kershaw's Hospice is generously supported through its active volunteers who work alongside employees of the Hospice, across all departments, helping to fulfil the needs of the services.

As part of all roles at the Hospice, it is expected that all post holders commit to assisting and supporting volunteers to perform their roles to the best of their ability. In addition, it may be required of the post holder to act as a Volunteer Lead if identified with the Volunteer Co-Ordinator, as appropriate.

General

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure, and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held by the Hospice.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice Safeguarding Policy. Regular safeguarding training updates will be held and are mandatory for all staff.

Due to the nature of the organisation, you will undertake any other reasonable tasks or duties that are deemed to be within your capability, to meet the needs of the organisation's services and/or directed by a senior manager to whom you have a reporting relationship.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

PERSON SPECIFICATION

JOB TITLE: IT and Data Systems Technician

Note to applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

KEY: E = Essential D = Desirable A = Application I = Interview P = Practical S = Short listing criteria		
Requirement	Essential/ Desirable	Assess from:
Education & Qualifications		
- Degree in Computer Science, Information Technology or a related discipline; or - A recognised Level 3/Level 4 (or higher) IT-related vocational qualification	E	A, S
Experience & Knowledge		
Minimum of 3 years relevant IT experience	D	A, S
Strong knowledge of Windows 11 and Microsoft Office	E	A, I, S
Good understanding of network fundamentals and infrastructure	E	A, I, S
Experience with centralised digital databases	E	A, I, S
An understanding of the importance of good governance and cyber security	E	A, I, S
Experience working within a healthcare or charity environment	D	A, I
Experience with Microsoft Intune and SharePoint	D	A, I
Knowledge of SQL reporting, Power BI or equivalent	D	A, I
Personal Attributes		
Committed to equal opportunities, anti-discrimination, anti-oppressive policy and practice and social inclusion	E	A, I, S
Committed to the values and work of voluntary and community organisations	E	A, I, S
Ability to work sensitively with people of differing viewpoints and abilities	E	I
Enthusiastic and self-motivated	E	A, I
Strong IT, digital and administrative skills	E	I
Excellent customer service and communication skills	E	I, P
Ability to prioritise, multitask and work to deadlines	E	I, P
A proactive, flexible and team-oriented attitude	E	I