

# IT Support Technician

Service: Central Services IT  
Responsible To: IT Service Manager  
Salary: Points 14 - 20

## 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 Support Technicians are the first point of contact for staff and service users within the organisation seeking technical assistance. They play a vital role providing 1st and 2nd line support to our users; address hardware/software issues that arise; and help users make the most of our IT facilities by providing advice, support, and training where necessary.

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.

The IT Team's overall goal is to deliver an effective and secure working environment for Foundation staff and its beneficiaries, through proactive management, problem solving, effective and timely service delivery and a steady focus on service improvement.

The success of the post holder will be judged based on user satisfaction with end user computing facilities and the contribution towards IT service and process improvement.

The post holder will be required to hold a full driving license and have access to an appropriate personal vehicle to allow moving between our sites. Expenses will be provided.

## Main Duties

- Provide triage and 1<sup>st</sup> line support for users of Foundation IT facilities, acting as the first point of contact via phone/in-person/service desk to staff requiring assistance or making requests. Categorise, prioritise, investigate and resolve, fulfil or escalate incoming incidents, requests and events in line with team procedures.
- Provide 2<sup>nd</sup> line support to users, investigating, diagnosing and resolving IT and AV incidents, escalating to colleagues or working with service partners where necessary.
- Fulfil service requests submitted by users, referring to team procedures where appropriate, or working with colleagues to identify and deliver effective solutions.

- Support the planned proactive maintenance and involvement in service improvement and delivery projects led by colleagues that ensure the availability and effectiveness of quality end user IT services including personal and mobile computing, printing, telephony, software, audio-visual, edge-connectivity and user IT security.
- Assist in the security marking, record keeping and maintenance of an IT asset inventory of hardware and software.
- Contribute to the production of IT and user-facing documentation and record keeping, ensuring it occurs in a timely and accurate manner.
- Ensure that Foundation policies relating to IT and data access are implemented and help oversee the safe use of IT facilities.
- Identify, share, and investigate opportunities for improvement, working with colleagues to identify and implement solutions to increase service quality.
- To always carry out their duties and responsibilities with due regard for the Foundation's Equal Opportunities, Financial, Health and Safety, IT, and Quality Management Policies.
- Complete any mandatory and role-specific training and other professional development as required.
- To undertake any other reasonable duties at the discretion of the IT Service Manager.
- Occasional working outside of normal working hours may be required

# 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.



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