

**99 EDGE LANE, LIVERPOOL, L7 2PE**

**TELEPHONE: 0151 261 2000**

**Job Description and Person Specification**

**Job Title: IT Support Officer – Level 2**

**Accountable to:** IT Manager

This post is based at Central Office, Liverpool

**Nugent**

The origins of Nugent date back to the 1800’s and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. The work of Father Nugent had a dramatic impact on the lives of thousands of vulnerable people and his work continues to this day through Nugent. We are the social welfare arm of the Catholic Archdiocese of Liverpool.

Today, Nugent offers a diverse range of support to adults and children in Merseyside through our schools, care homes, community, Adoption and social work services and social enterprise. As a health and social care provider, we work at the heart of some of the most vulnerable and disadvantaged communities. We strive, not only to provide the best possible service to individuals and their families in these areas, but to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

Nugent supports on average 6,000 people each year. We are a major employer in the area, employing 650 staff and supporting 350 volunteers. We courageously advocate on issues of justice and fairness.

**Our Mission:**

* To care, educate, protect and inspire those in need.
* To be an employer of choice.
* To be an advocate: A voice for the voiceless.

**Vision:**

* Our vision is to be an entirely dignified & outstanding organisation by 2020.

**Our Values:**

* Integrity, Ambition, Courage, Compassion, Optimism, Respect and Dignity.

Nugent celebrates diversity in our organisation and in society as a whole and is an equal opportunities employer welcoming all people with a positive view of age, caring responsibilities, gender, disability racial origin, religion, sexual orientation or socio-economic background.

**Overall purpose of the post:**

To provide an outstanding customer service to IT users across the organisation by being the second line of response for anyone with an operational IT problem.

**Main duties and Areas of responsibility**

**RESPONSIBLE AND ACCOUNTABLE**

Assisting throughout Nugent in IT support, procurement, development and maintenance of IT equipment and systems in accordance with Nugent’s IT strategy.

**COMMUNICATION**

This is an internal-customer-facing role in which the jobholder will interact directly with any of the seven hundred IT users via the support desk, by email, skype, telephone or face to face. They must be personable, responsive and really enjoy using their technical skills in helping non-technical IT users overcome any problems in a way that they understand. The IT Support Officer must keep the IT Manager and colleagues in the IT team fully informed of all matters within his/her delegated authority so that they can identify and progress any enquiries.

**PURPOSE AND OBJECTIVES**

To provide second line IT support across Nugent and to assist the IT Manager in implementing IT projects and the IT strategy of Nugent.

**RELATIONSHIPS**

Close working relationships with:

IT Manager

IT Support Officers

Governance

Central support services

Staff working in our adult, children, communities and social work services

3rd party suppliers

**KEY AREAS OF WORK**

To provide expert support and assistance in-line with the IT Strategy for Nugent.

To ensure maximum availability of IT resources across Nugent.

Key tasks will include:-

* Provision of second line IT support using remote tools or site visits.
* Installation or relocation of new and existing IT hardware.
* Installation or upgrade of new and existing software using deployment software.
* Assist in the testing and maintenance of the corporate Wide Area Network.
* Assist in the development and maintenance of the corporate Intranet.
* Assist and lead in IT projects.
* Support and maintain desktop infrastructure.
* Build good relationships with 3rd party IT suppliers.
* Patching of data and telephony networks.
* Ensuring maintenance of asset and licensing databases.
* Configuration of mobile device management devices.
* System administration.
* On-call support.

This job does require the movement and installation of various items of equipment often in awkward spaces such as the server room and on, around and under people’s workstations.

The job will require attendance at other Nugent sites and the movement of items of equipment between sites.

**Safeguarding**

Ensuring safe practice guidelines are followed and safeguarding policies and procedures are adhered to at all times.

**Additional Duties**

Additional duties as and when required.

The role may include evening and weekend working.

IT is a business-critical function and Nugent operates twenty four hours a day, every day of the year. The jobholder will occasionally be required to work out of hours and be flexible in hours worked when the business need arises.

**Nugent and Fundraising**

Nugent is a Charity and as such relies on its good reputation and voluntary contributions and donations from members of the public, from grant making bodies and corporate sponsorship.

All employees of Nugent are expected to behave in a way that enhances the reputation and image of the Charity. In addition staff are expected to be responsive to fundraising initiatives, attend public events whenever possible and generally take seriously their role in raising income for the Charity at every opportunity.

**Equalities**

Nugent affords all employees equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, sexual orientation, marital status, parental status etc. Nugent will ensure that discriminatory practices are identified and removed and non-discriminatory practices introduced in all areas of employment.

**Information Governance & Code of Confidentiality**

The Information Governance standards outline how employees must deal with personal information about employees, service users, corporate and finance information. It is a requirement that all Nugent employees’, in the course of their work treat such personal data confidentially and comply with Nugent’s confidentiality policies. A failure to comply with Information Governance standards may result in disciplinary action.

**Basic Principles**

The post holder is expected to be familiar with and work within the Basic Principles of Nugent. He/she must be prepared to operate within a Catholic Agency, while ensuring that people of other denominations and religions have their spiritual needs met.

**Conditions of Service**

The Conditions of Service are set out in the Nugent Handbook.

**PERSON SPECIFICATION**

JOB TITLE IT SUPPORT OFFICER – LEVEL 2

**ESTABLISHMENT Central Office**

**QUALIFICATIONS** **Essential**

 Microsoft Certified Professional (MCP / MCSD) or equivalent (or a good working knowledge)

**Assessment**

 Application Form, Interview, References

**EXPERIENCE Essential**

At least five years working experience in an IT support role.

 **Assessment**

 Application Form, Interview, References

**KNOWLEDGE**  **Essential**

Extensive knowledge of Microsoft operating systems and applications

Demonstrable ability to fault diagnose local area networks and PCs

Experiencing of working on desktop deployment projects

 **Desirable**

 Experience of ITIL led support desks

 **Assessment**

 Application Form, Interview, Test, References

**SKILLS Essential**

Microsoft Active Directory

Microsoft Windows

Virtualisation

Office 365

Sharepoint

Excellent communication skills

Methodical problem solving and troubleshooting skills

 **Assessment**

 Application Form, Interview, References

**PERSONAL QUALITIES Essential**

Approachable with energy and enthusiasm

Ability to create and maintain effective working

relationships with people at all levels and work as part of a team

Sympathetic and receptive to end user problems and demands

Strong customer focus and ability to work to and achieve tight deadlines and targets

**Assessment**

Application Form, Interview, References.

OTHER **Essential**

Clean driving license, own car, willing to travel and insured for occasional travel for business purposes.

Ability to move and install standard office-type IT equipment.