

## JOB DESCRIPTION

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<b>Job Title:</b>	Senior IT Support Officer / Uwch Swyddog Cefnogi TG
<b>Department:</b>	Finance & Operations
<b>Reporting to:</b>	Head of IT
<b>Location:</b>	Home, Warehouse and Office

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### PURPOSE OF ROLE:

Responsible for technically supporting all our staff and volunteers with their IT system requirements, ensuring technical issues or requirements are resolved in a timely, positive and professional manner, whilst managing and maintaining key relationships with all IT support resources, and 3<sup>rd</sup> party providers.

Line Manage and work in a way with all colleagues as an IT professional that is collaborative and supportive to develop productive relationships with all internal and external colleagues. Technically lead on all relevant IT related projects, working in partnership with interdepartmental resources.

### MAIN DUTIES AND RESPONSIBILITIES

#### *Customer Service:*

- Ensure the IT Team and 3<sup>rd</sup> party providers provide consistent and excellent customer service and support to all staff and volunteers with their IT requirements
- Ensure all issues are evaluated, (change managed if applicable with agreement) and resolved to a high standard, in a timely and professional manner
- Responsible for providing efficient and effective technical support to staff and volunteers via phone, remotely or in person at Head office, home, shops, mobile units, remote working sites and outreach offices.
- Manage the workload for the IT support team in relation to development requests ensuring all requests are dealt with efficiently and timely
- Seek management approval for tickets requiring authorisation particularly around system changes
- Ensure staff and volunteers are promptly updated on progress of their IT issues
- Effectively and regularly communicate IT updates, processes and expert advice across the organisation

- Responsible for ensuring the New Starter IT process is completed to a satisfactory and timely manner
- Identify IT training/development needs and assist the Head of IT to develop and implement the training plans effectively
- Deliver end user training as required
- Support the Head of IT to research new technologies to improve current systems across the organisation
- Represent the IT department as a technical lead in IT and non-IT projects  
Responsible for asset management of IT hardware, software and warranty information
- Responsible for ensuring 3<sup>rd</sup> parties meet the service agreement and organisation's expectations
- Comply with all IT processes and procedures

#### *Technical:*

- Manage and maintain Microsoft 365 environments, including user accounts, licenses, security settings, and application support (Outlook, Teams, SharePoint, OneDrive, etc)
- Implement and enforce security policies and compliance guidelines within the Microsoft 365 platform.
- Collaborate with developers and other IT staff to ensure database performance, integrity, and security.
- Perform routine maintenance tasks such as backups, data recovery, and optimization.
- Assist with database management tasks, including API integration from various systems
- Monitor and maintain the Tenovus Cancer Care Microsoft Cloud infrastructure (including Phone System) and network infrastructure, ensuring the environment is working efficiently, compliant and secure
- Responsible for ensuring printing, photocopying and scanning hardware is in full working order across the organisation
- Work with the IT Support Officer and external IT support providers to manage and maintain the Domain Active Directory environment
- Partner with external IT support providers and IT team to troubleshoot any network problems
- Lead on update meetings with external IT Support providers to review all areas of our support contracts
- Responsible for managing own project Work Packages as agreed with Head of IT

## **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 1998.

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

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## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Experience of working in an IT department providing support for desktops/laptops and peripherals, or relevant IT experience to be able to troubleshoot the essential technical items	●	
Experience of delivering excellent customer service relating to and resolving complex and simple IT issues over the telephone	●	
Experience of working in a customer facing environment handling complex and simple IT customer queries from start to finish	●	
Managing support queries using automated helpdesk		●
Working knowledge of Active Directory, Microsoft Cloud administration, Microsoft Teams, Microsoft Office 365, Android mobile phones, Microsoft SharePoint	●	
Working knowledge of Microsoft Entra/Intune	●	
Working knowledge or Virtual Host Servers, Azure Virtual Desktops, SQL Server 2012/2014, Apple devices		●
Working knowledge of API integrations		●
Knowledge of Mobile Device Management (MDM)		●
Line Management Experience		●
Project Management Experience		●
Microsoft Qualifications relating to the role		●
<b>Skills</b>		
Excellent verbal and written communication skills	●	
Ability to interact and maintain good working relationships and demonstrate the charity's values when working with people	●	
Well organised and be able to manage own time effectively	●	
Effectively make decisions independently and able to prioritise tasks	●	
Excellent interpersonal skills and ability to work well within a team	●	
Logical and clear-thinking approach to solving problems	●	
Ability to communicate through the medium of Welsh or a willingness to learn		●
Legally able to drive in the UK / access to own transport	●	