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<b>Purpose:</b>	<b>To provide excellent IT Support through the IT Service Desk with support from the Head Of Information Systems, IT Support Manager and ICT &amp; IG Administration Officer and Nasstar.</b>
	<b>To manage the starter/leaver process, building IT and mobile devices and maintain IT Asset Registers whilst providing technical support.</b>
<b>Reports To:</b>	<b>IT Support Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Key Relationships:</b>	<b>Solent Mind Staff and Volunteers, Nasstar and Solent Support Solutions</b>
<b>Location:</b>	<b>Southampton (With Occasional Travel Within Hampshire)</b>
<b>Hours:</b>	<b>22.5 Hours Per Week</b>
<b>Salary:</b>	<b>£23,057 to £24,830 Pro Rata Per Annum (SM PP 25-28)</b>

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### **Main Responsibilities**

#### **IT Support Desk / Management**

- Provide IT support to staff and Volunteers as and when is required, problem solving both Hardware and Software issues and identifying appropriate action.
- Assist in the configuration of new equipment and re configuration of returned equipment, including laptops, tablets and Mobile Telephones.
- Answer and log incoming IT support calls into the IT Management System and “Fix on First Call” over the phone or remotely if possible.
- Manage all incoming IT support emails into the IT Management System and direct to the necessary support queue, escalating requests to Nasstar as needed.
- Communicate any global or recurring high impact IT issues effecting staff with the Head Of Information Systems / IT Support Manager.
- Manage hardware maintenance issues with third party suppliers.
- Provide an occasional Out of Hours on call service when needed (and with time off in lieu) under the direction of the Head Of Information Systems / IT Support Manager.
- Deputise for the Head Of Information Systems / IT Support Manager in their absence.

## **Procurement**

- Purchase hardware including PC, laptops, tablets, mobiles and software following set procedures with guidance from the Head Of Information Systems / IT Support Manager.
- Obtain hardware and software quotes on behalf of IT users.
- Advise IT users all relevant hardware/software deliveries.
- Maintain up to date hardware specification and price lists.
- Assist with the IT set up of new services.
- Purchase and management of all licences including Microsoft Office licences.

## **IT User Management**

- Be the lead in setting up new IT users following set agreed procedures with Nasstar.
- Remove leavers from all IT systems following set agreed procedures with HR.
- Maintain Email distribution lists and Security Groups and assist in Audit activity and investigations as necessary.

## **Training**

- Provide basic induction IT training on Solent Mind's cloud solution including Citrix to new staff.
- Provide bespoke one to one training with staff where individual needs are identified.
- Provide basic training around GDPR and Data policies and procedures.

## **IT Development And IT Project Management**

- Assist when required in the administration of new IT development and project management.
- Assist the Head of Digital in Planning and executing Digital Projects where necessary.
- Assist in the development of the Microsoft Dynamics CRM system.

## **General**

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.
- To work within Solent Mind policies and procedures and to complete all necessary training.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.

- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

**This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind**



# PERSON SPECIFICATION

## ICT Administration Officer

Requirement	Essential or Desirable
<p><b>Qualifications/Education/Training:</b></p> <p>IT qualification or relevant experience in providing IT support.</p> <p>Educated to degree level or equivalent experience.</p>	<p>Essential</p> <p>Desirable</p>
<p><b>Experience:</b></p> <p>Personal or work/voluntary work experience or mental distress.</p> <p>1<sup>st</sup> and 2<sup>nd</sup> Line support experience.</p> <p>MS Exchange, Active Directory and Citrix environments.</p> <p>Remote control tools such as TeamViewer.</p> <p>Excellent customer service skills / experience.</p> <p>Working in a data protection / governance role.</p>	<p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>
<p><b>Knowledge/Skills/Competencies:</b></p> <p>Sound working knowledge of IT applications including Microsoft Office 2013 and relevant databases.</p> <p>Good understanding of Windows operating systems, Local Area Networks and Printing solutions.</p> <p>Good communication skills – eg: ability to build rapport with people, to communicate clearly with staff, volunteers, professionals and key stakeholders.</p> <p>Strong organisational skills.</p> <p>A logical and analytical approach to problem solving.</p> <p>Ability to organise own work and manage time effectively including prioritising tasks.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Other:</b></p> <p>Strong commitment to collaborative working.</p> <p>Commitment to Mind's value base which are: Open, Together, Responsive, Independent, Unstoppable.</p> <p>Commitment to Solent Mind's Equal opportunities and Diversity policies.</p> <p>Ability to work flexibly (time availability) to meet the needs of the service.</p> <p>Able to travel to Solent Mind's project when necessary.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Date job originated: March 2020  
 Date job reviewed: October 2021  
 Reviewing Manager: Dave Watson



**DBS NOT REQUIRED FOR THIS POSITION**

Disclosure & Barring Service And Recruitment Of New Staff