

IT Support Officer

(Salary as advertised)

St James's Park, London

37.5 hours per week

Permanent

1. Main purpose of the role

To ensure the efficient maintenance of IT services across the organisation; this role will provide 1st/2nd and 3rd line IT support including project coordination and IT administration. To ensure high standards of customer service by supporting staff and WDP services with a range of IT related requests via the helpdesk ticket system.

Providing IT Support to all WDP staff, including the following;

- ▶ Maintain the security and efficiency of WDP's IT and telephone systems and equipment.
- ▶ Assets management, project coordination,
- ▶ Providing 1st 2nd and 3rd line IT support when required.
- ▶ Setting up new PCs/laptops
- ▶ Software installations
- ▶ Network Management
- ▶ Documentation and documentation management
- ▶ Assist Head of IT on preparing reports

To work closely with a variety of internal and external stakeholders, requiring a personable and accessible approach to communication skills and the ability to establish and maintain strong working relationships.

The role also has responsibility for undertaking a wide range of general IT administration and office duties as and when required across various locations, therefore, flexibility and mobility is required on the part of the post holder. Working hours are subject to negotiation but normally between 9.00 and 17.30.

2. Reporting and working relationships

<p>Reporting relationships:</p> <ul style="list-style-type: none"> ▶ Reports to Head of IT 	<pre> graph TD A[Head of IT] --- B[IT Support Officer] </pre>
<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Line Manager ▶ Service Managers ▶ Operations Managers ▶ Service Administrators ▶ All WDP Staff ▶ External WDP Vendors 	<pre> graph TD A((IT Support Officer)) --- B((Line Manager)) A --- C((Service Managers)) A --- D((Operations Managers)) A --- E((Service Administrators)) A --- F((All WDP Staff)) A --- G((External WDP Vendors)) </pre>
<p>3. Role-specific responsibilities</p>	
<p>3.1</p>	<ul style="list-style-type: none"> ▶ To support and work with the IT team in maintaining all WDP IT equipment to an excellent standard in existing WDP services.
<p>3.2</p>	<ul style="list-style-type: none"> ▶ Install PCs/laptops, where required
<p>3.3</p>	<ul style="list-style-type: none"> ▶ Visiting WDP Services as and when required to resolve any IT issues
<p>3.4</p>	<ul style="list-style-type: none"> ▶ Keep all IT related documents including policies and procedures up to date and maintain version control and assist Head of IT to prepare reports.
<p>3.5</p>	<ul style="list-style-type: none"> ▶ Project manage specific tasks as directed by the Head of IT.
<p>3.6</p>	<ul style="list-style-type: none"> ▶ Provide 1st/2nd/3rd line IT support when required, either by phone or face to face.
<p>3.7</p>	<ul style="list-style-type: none"> ▶ Proving full IT support to WDP staff.

3.8	▶ Review existing WDP services and see where improvements can be made.
3.9	▶ To liaise with external suppliers (IT support, telephone suppliers) as and when required.
3.10	▶ Liaise with key stakeholders on behalf of IT department.
3.11	▶ Under take IT administration.
3.12	▶ Asset management of all WDP IT equipment.
3.13	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.

4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p>

	WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
5. Your commitment to WDP	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p>

Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1.	Education, knowledge and experience		
1.1	Strong interpersonal and communication skills, with a specific focus on customer service.	E	A/I
1.2	Good time management skills and the ability to prioritise own workload according to demands and deadlines	E	A/I
1.3	Ability to work with some guidance, but largely from own initiative and forward planning.	E	A/I
1.4	Excellent organisational and planning skills.	E	A/I
1.5	An understanding of project management methods.	E	A/I
1.6	Experience of administratively supporting complex tasks / projects.	E	A/I
1.7	Ability to maintain a consistently reliable standard of work, sometimes working to short deadlines and at a variety of locations.	E	A/I
1.8	Excellent team working and interpersonal skills and ability to adopt a highly flexible approach to supporting colleagues in achieving the organisation's objectives	E	A/I
1.9	Ability to form positive and productive working relationships with external customers.	E	A/I
1.10	Minimum 2 years IT experience.	E	A/I
1.11	Extensive experience of MS Office 365	E	A/I

1.12	A working knowledge of Windows RDS environment	D	A/I
1.13	Information Technology Infrastructure Library (ITIL) and Project Management qualification	D	A/I
1.14	Full understanding of IT networks and networking – VLAN/MPLS/RDS	E	A/I
2. Abilities and skills			
2.1	Microsoft Certified.	D	A
2.2	Full understanding of Microsoft Active Directory.	D	A
2.3	Ability to manage change successfully in a way that prioritises the needs of organisational objectives.	E	A/I
2.4	Ability to communicate complex information to individuals and groups in a way that is easily understood.	E	A/I
2.5	A high degree of personal IT competency, and desirable to have a relevant qualification.	E	A/I
2.6	An ability to keep abreast of the developments in WDP's areas of operation and to share those developments with team members.	E	A/I
3. Working within WDP's framework of commitments to employees			
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I

4.	Key competencies				
4.1	Entrepreneurial – you will be driven to facilitate WDP’s expansion and bring innovative ideas to help achieve this.	E	A/I		
4.2	In partnership – you will be a team player and liaise effectively with other WDP staff and partner organisations	E	A/I		
4.3	Strong belief in service users – you will be ambitious for those we help and this will come across strongly in your practice with service users	E	A/I		
4.4	Community focussed – you will provide and shape services that serve the whole community	E	A/I		
5.	Equality, diversity, vision, mission and values				
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I		
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
6.	Circumstances				
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
6.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Year
	2.0	16 January 2013	SP	GA	2013
	2.1	November 2015	HR		2015
	2.2	May 2018	SM	HM	2018



Our Values

Entrepreneurial ▶ In Partnership ▶ Community Focused ▶ Strong Belief in Service Users