

ICT Support Coordinator	Job Description
-------------------------	-----------------

1. Post Details

Post Title: ICT Support Coordinator

Location: Brasted Kent (may require visiting other locations)

Salary Scale: Grade D, Zone 2, £21k to £24K depending on experience

2. Job Summary

To coordinate IT support services across the Catch22 organisation, ensuring that staff at all levels receive the appropriate support, either by giving advice over the phone or requesting service from outsource partners. To provide 1st level support for IT infrastructure in the Brasted office. To purchase and coordinate installation of IT software and equipment, and to install and configure mobile devices in line with corporate security standards. To administer system accounts of new starters or leavers.

3. Organisational Relationships

- To be line managed by the ICT Systems & Projects Manager
- To work closely with the Facilities department
- To assist Governance dept. with data analysis requirements
- To work closely with external outsource partners and contractors
- To provide direct technical support to Brasted staff.

4. Main Duties

KEY RESPONSIBILITIES

- To assist staff across Catch22 to identify and obtain the technical services that they require, by keeping up to date with the various services available across the organisation.
- To coordinate service requests with 3rd party suppliers to ensure high quality, consistent and efficient services are provided to Catch22 staff nationwide.
- To provide 1st line support to a small number of users based in Brasted.
- To manage the procurement and coordinate installation of IT equipment across projects and departments across Catch22.
- To configure mobile devices to corporate security standards and distribute to end users.
- To collect and monitor service performance data from outsource providers, and produce reports for ICT management.

ADDITIONAL RESPONSIBILITIES

- To ensure a register of equipment and software, including software licensing is maintained across Catch22
- To work with the ICT Systems & Projects Manager to develop platform standards for corporate systems and devices, according to requirements for each end user role. Implement these standards and ensure that staff are made aware.
- To work with the ICT projects manager to develop and review standards for the construction and configuration of internet connections, networks, and systems, and to implement and monitor these standards to ensure optimal processing capacity, security and reliability.
- To support the identification of gaps in ICT knowledge for Catch22 staff, and make recommendations for ICT training or documentation.
- To work with users to ensure that policies and procedures are followed to ensure that Catch22's data is securely held and processed in line with the requirements of Data Protection legislation and Catch22 policies.
- To undertake any other duties commensurate with the nature and grading of this post.

Other

- Ensure the implementation of Catch22's Equality & Diversity Policy.
- Comply with Health and Safety policies and procedures.

PERSON SPECIFICATION

ICT Support Coordinator

CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED*
Qualifications	Educated to at least A'level standard or in possession of a relevant ICT related qualification.	<ul style="list-style-type: none"> Relevant degree or occupational experience 	D
Knowledge And/ or Experience	At least 2 years experience of working in an ICT support environment with particular knowledge and experience of: <ul style="list-style-type: none"> Microsoft office, operating system and enterprise system Purchasing process for ICT hardware and software Advising on, developing, implementing and monitoring ICT technical standards Technical helpdesk processes and environment Configuring networks, servers and user devices. Awareness of technology developments and potential organisational applications. Identifying and implementing technical solutions for ICT and organisational problems. 	<ul style="list-style-type: none"> Working with third party suppliers of ICT support and maintenance Service Level reporting against SLAs Developing Business continuity procedures and arrangements including Disaster recovery. Designing and facilitating training. Report writing. Knowledge of Data Protection Regulations and Codes of Practice. 	A,I
Skills and abilities	<ul style="list-style-type: none"> Able to prioritise effectively and meet deadlines. Able to communicate technical information in a jargon free, clear way. Able to identify the potential benefits of ICT for work processes and systems and define technical solutions/developments. Able to problem solve in a logical way, identifying underlying causes and potential solutions. Able to work flexibly and meet changing needs. Able to communicate in an assertive, effective way. 	<ul style="list-style-type: none"> Training in and experience of formal project management approaches and tools. Confidence to communicate with all levels of the organisation including senior management 	A,I, E
Other	<ul style="list-style-type: none"> Awareness of health and safety at work requirements. Commitment to Diversity. Willing to undertake training and development activities as necessary Full driving licence and use of car 	<ul style="list-style-type: none"> Understanding of equal opportunities Interested in issues affecting Young People 	A,I

* Application, Interview, Exercise, Documentary Evidence