****

Dudley Lodge - 143 Warwick Road, Coventry, CV3 6AT

Bonner House - 172 Sellywood Road, Bournville, Birmingham, B30 1TJ

Job Description

# Job Title: IT Support Technician

**Grade: Scale Point 20 – 25 (£22,709- £26,479 pro rata)**

**Hours: 18.75 - Flexible working arrangements**

**Is the job exempt from the Rehabilitation of Offenders Act? Yes**

**Does the post require a DBS check? Yes**

## JOB PURPOSE

Our successful safeguarding charity currently has a new opportunity for a professional and experienced individual to fill the part-time IT Support Technician's role. The IT Support Technician will be the primary contact for staff experiencing an IT, computer or printer/scanning issues.

An external IT company will remain responsible for our cloud infrastructure.

As an IT Support Technician, you'll be maintaining the computer systems and networks within our centres in a technical support and training role. If any issues or changes are required, such as adding/removing users from the system, forgotten passwords, network or printer problems, you will be the first person employees will come to. You will be required to offer training to individuals and small groups of staff concerning the use of Microsoft 365 products.

This is an excellent opportunity for the right individual to join an established and thriving organisation looking to expand our safeguarding and parent support services.

**BACKGROUND**

Dudley Lodge is a registered non-profit organisation established in 1895; we are one of the leading Family Assessment Centres in England and Wales. Our organisation's whole emphasis is to safeguard children and provide parent assessment & support.

We have been conducting quality Family Assessments for over 35 years and currently operate over two sites; Dudley Lodge in Coventry & Bonner House in Birmingham.

**IT SUPPORT TECHNICIAN: DUTIES AND RESPONSIBILITIES OF THE JOB**

The IT Support Technician will be responsible for the day-to-day delivery of an IT support service for our charity.

You'll be responsible for the smooth running of computer and WiFi systems and ensuring that users get maximum benefits from them.

Duties and Responsibilities include:

* Installing and configuring systems, networks, printers/scanners and applications
* Monitoring and maintaining computer systems and networks
* Establishing a good working relationship with staff and other professionals, such as our external IT company and any software developer
* Responding promptly to service issues and staff requests
* Providing technical support and advice as required across the charity (this may be in person or over the phone) for staff, trustees, service users and visitors
* Troubleshooting to determine technical issues
* Prioritising IT issues and managing several open cases at any one time
* Troubleshooting system and network problems, diagnosing and solving faults
* Setting up/configuration of new IT equipment e.g. laptops, iPads/tablets & printers etc
* Setting up accounts for new users, manage correct permissions and passwords
* Removing users from the system promptly
* Repairing and replacing equipment as necessary
* Decommissioning old IT equipment and safe disposal
* Supporting the roll-out of new applications
* Provide induction and basic training for staff members (on an individual and small group basis) concerning Microsoft 365 products and other software packages/programmes
* Maintaining an up-to-date inventory of computer hardware, keeping records and providing relevant reports
* Contributing to policy development, e.g. use of internet policy, GDPR policy, IT Strategic Plan etc. and reviewing policy & procedures annually
* Conducting electrical safety checks on computer equipment
* Promoting and maintaining cybersecurity
* Accessing information on the CCTV systems as required and produce copies for the Senior Management team. Ensure all CCTV equipment is operating correctly and report faults to CCTV contractor.

|  |
| --- |
| **Note: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the post holder. They do not form part of the post holder's contract of employment.** |

## IT SUPPORT TECHNICIAN REQUIREMENTS

* Excellent customer service skills
* Previous working experience in IT support
* Strong troubleshooting and critical thinking skills
* In-depth knowledge of Windows 10 and Microsoft Office 365 products

**MANAGEMENT SUPPORT:**

* To complete other duties and tasks as required to meet the charity's needs.
* Undertake duties as identified by the Operations Managers
* The post holder is required to provide additional support and cover during emergency and crisis situations

**Title of post to which this job normally reports:** Operations Manager

**Supervision:** Supervising Officer Job Title: Operations Manager

**Special Conditions:**

Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery:

|  |
| --- |
| **Respect for Equality & Diversity** – the Post Holder will:   * Work effectively with people from all backgrounds. * Treat all people with dignity and respect. * Examine their own biases and behaviours to avoid stereotypical responses and not discriminate against any individual or group. * Show respect and understanding of diverse points of view and demonstrates an understanding of daily work and decision making. * Be familiar with and promote the charity's Equality and Diversity Policy |

Failure by a member of staff to report actual or suspected physical or sexual abuse of a child by another member of staff or other person having contact with the child may constitute a disciplinary offence.

|  |
| --- |
| **Safeguarding** - the Post Holder will:   * be familiar with Safeguarding requirements as outlined in the company's Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults. * Work in accordance with the company's policies and procedures. |

All staff members are expected to work in a flexible way to cope with the centre's needs, demands, and requirements. Due to the nature of the work, you may be expected to work some unsociable hours, and it may be necessary to work extra hours to finish a job.

Working within the health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their acts or omissions.

A full UK driving licence is required.

Undertake such additional duties or projects as the Chief Executive or Line Manager may determine from time to time after consulting with the Post Holder.

**PERSON SPECIFICATION**

**JOB TITLE: IT Support Technician GRADE: SCALE POINT 20 – 25**

Method of Assessment Key - AF = Application Form: I = Interview, T = Test or Exercise

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **JOB REQUIREMENTS** | **Method of Assessment** |
| **Experience**  (Relevant work and other experience) | Experience of working in an IT support role  Experience of general network administration (printer configuration, network security)  Experience of installing/repairing network cabling | AF/I  AF/I  AF/I |
| **Skills and Ability**  e.g. written communication skills, dealing with the public etc. | Excellent IT skills and computer literacy  Ability to work collaboratively with users and external professionals, e.g. consultants, CCTV contractors  Ability to build effective relationships with colleagues and external service providers  Excellent problem-solving skills and resolution abilities on a range of hardware, software and network issues  Ability to demonstrate practical troubleshooting and problem analysis techniques  Ability to plan and prioritise workload without supervision  Ability to work well in a team; being a friendly and supportive team worker  Ability to identify network issues to find the root cause, e.g. IP conflicts, cabling problems etc  Ability to train and educate staff concerning basic IT  Ability to manage WI-Fi systems and IT security  Displays tact and sensitivity with an understanding and respect for confidentiality | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| **Equality and Diversity** | Ensure that all duties and services provided are in accordance with the charity's Equality and Diversity Policy  Experience/knowledge of other cultures  Cultural/Gender sensitivity  Demonstrates commitment to Equality and Diversity | AF/I  AF/I  I  I |
| **Qualifications/Knowledge/**  **Training**  NB: full regard must be paid to overseas qualification | Relevant training/experience in IT equipment and packages  Good working knowledge of Microsoft operating systems and applications.  Good knowledge of cloud operating environment  Good working knowledge of Microsoft Windows 10 and Microsoft 365 products  Good knowledge of the Data Protection Act 2018 and GDPR | AF/I  AF/I  AF/I  AF/I  AF/I |
| **Other** | Prepared to work unsociable hours, when required  Full UK Driving Licence and have access to a vehicle (which can be used for business purposes) to travel between sites  Enhanced DBS Clearance required  To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and follow the charity's Safeguarding Policy & Procedures | AF/I  AF/I  AF/I  AF/I  AF/I |

**APPENDIX**

**CURRENT IT SYSTEM**

Dudley Lodge implemented a cloud-based IT infrastructure in 2018 to give staff and trustees the best user experience and the freedom to work on a range of devices from any location.

## Cloud Infrastructure (responsibility of external IT company)

The cloud environment designed, deployed and managed by an external company in collaboration with the Dudley Lodge senior management team offers virtual desktop and email services for the entire organisation, across the centres: Dudley Lodge (Coventry) and Bonner House (Birmingham).

The Azure environment which offers the virtual desktop sessions to every organisation user, accessible from everywhere, inside or outside the physical offices, with just a click and a set of domain credentials.

The cloud infrastructure is composed of:

* One Domain Controller which is necessary for Domain Authentication (Active Directory), Domain Name Services (DNS), Group Policy Management (GPO), Network Security Policies (NPS), Files and Storage Services, Remote Desktop Licensing Management. On top of these, the server is running a Microsoft Application, called Azure AD Connect which synchronises the content of the local Active Directory with Azure Active Directory and specifically, Office 365.
* One Terminal Server, which is a session-based virtual remote desktop installed with all the software applications needed for the day-to-day work, including the Microsoft Office suite. Additionally, users have access to the company file shares, based on specific Security Groups that grant them custom NTFS permissions to the files. The users only have access to the files and folders they need, and any others are obscured from view. The shares are accessible as mapped drives using SMB protocol, at the user session-level.
* One WatchGuard Virtual Firewall Appliance to protect the cloud network from harmful cyber-attacks and malware as well as monitoring and controlling the network traffic through the cloud environment gateway.

The Cloud system is always available (24/7) with the Domain Controller and WG remaining up at all times and the Terminal Server running two sizes, a "day" size, which is able to accommodate the full complement of users, and a "night" size, which offers fewer processing resources (CPU, RAM) to reduce running costs during lighter workload periods.

The machines above are backed-up every night, at 22:00 with daily copies retained for 21 days and additional monthly backups retained for 3 months, providing the possibility of recovering the entire machine or just some files, based on the need, in case of a machine failure or corrupt share files.

There are site-to-site (IPSec) VPN tunnels set up in Azure providing strongly encrypted communication channels with to each branch office.

The Terminal Server eliminates the need for using a point-to-site VPN for users.

## 

## Local Infrastructure

Each centre has a local core network composed of WatchGuard Firewalls, a series of Cisco managed network switches, WiFi Access Points utilising WatchGuard WiFi Cloud Management, workstations, printing devices, the telephony system (Dudley Lodge and Bonner House), the CCTV systems and a separate and isolated network circuit for the Residents WiFi at Dudley Lodge and Bonner House.

The WatchGuard Firewalls have the role in protecting the network, monitor and control the traffic inside and through the local network gateway. They also keep the VPN tunnels with the Azure environment.

The WiFi network is provided by WatchGuard WiFi Cloud and is a fully managed solution with an advanced monitoring and management console.

The CCTV system also runs off the core network by ensuring the cameras operate via the main managed switched network.

All physical servers on-premises were decommissioned in 2018 during the Cloud Migration phase. No means of high availability local storage are necessary as the cloud environment provides all necessary resilience.

The need for controlling the workstations (laptops/tablets/desktops) has been significantly reduced with the use of the Terminal Server, currently the local devices being used as thin clients. The vast majority of them are domain joined, thus easily manageable from a centralised location, the Active Directory/Group Policies.

The workstations are connected to the local network via Ethernet cables or WiFi connectivity based on the device's capacity.

JE

03.02.2021