



IT Support Assistant Job Description

Job Description

Hours: Part-time and/or Full-time hours
Reports to: Head of IT
Based at: Head Office, Digbeth, Birmingham

Summary

The role of the IT Officer will be to work as part of a team. You will support the Head of IT to support and develop Badger's network infrastructure and resolve system issues. You will provide onsite support and act as the first point of call for IT queries. You will be responsible for fault finding, resolution management, tracking, monitoring and action of all requests raised.

Key Accountabilities

- Support the maintenance and development of appropriate cyber, technical, professional and quality standards within Badger IT.
- Support the network infrastructure and resolve system issues.
- Provide onsite IT application support for MS Office and in house developed applications.
- Working with both internal IT support colleagues and external IT partners to maintain continuity of service.
- IT project coordination
- Develop support and maintain back up and disaster recovery solutions.
- Maintaining client documentation and notes
- To support the Head of IT in the development and implementation of new IT systems and services.
- Undertake any new tasks and responsibilities as assigned by management.

The job description may be subject to review.

It is expected that this position will cover both in and out of hours working according to the needs of the service.

This job description is not exhaustive, and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation

IT Officer Person Specification

Criteria	Essential/Desirable	*Application/Supporting Statement/Interview
Holds appropriate degree level qualification in Information Technology or appropriate comparable experience.	Essential	Application/ Supporting Statement
Experience of IT support, troubleshooting, analysis and resolving issues.	Essential	Application / Supporting Statement/Interview
Basic desktop knowledge – installing software, hardware, repairing PC's	Essential	Application/Supporting Statement/Interview
Experience of IT packages, including use of all common software.	Essential	Application/Supporting Statement/Interview
Knowledge of Inhouse Systems – Aadastra, RotaMaster	Desirable	Application/Supporting Statement/Interview
Basic Network Knowledge – patching, re-cabling, setting static & dynamic IP addresses	Desirable	Application/Supporting Statement/Interview
Knowledge of General Data Protection Regulations (GDPR) and other relevant legislation.	Essential	Application/Supporting Statement/Interview
Excellent communication and people skills	Essential	Supporting Statement/Interview
Motivated and confident self-starter	Essential	Supporting Statement/Interview
Ability to take responsibility for results/impacts of work	Desirable	Supporting Statement/Interview
Creative, flexible character and a generator of new ideas with a proven ability to work as part of a team as well as independently	Desirable	Supporting Statement/Interview
Commitment to equality & diversity and values of Badger Group	Essential	Supporting Statement/Interview
Passionate about health issues & some understanding of the health sector	Desirable	Supporting Statement

***Application** – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.

***Supporting Statement** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.

***Interview** - assessed during the interview process by either competency-based interview questions, tests, presentation etc.