JOB DESCRIPTION & PERSON SPECIFICATION

Clinical Staff	✔	Non-Clinical Staff		Volunteers		Flexi-Bank Staff	

ROLE:	**I T Technician**
REPORTS TO:	Director of Finance
PAY BAND:	Negotiable depending on experience
HOURS	Flexible (full time and part time considered)
LOCATION:	Hospice Isle of Man

PURPOSE OF ROLE:

To diagnose, resolve and co-ordinate the IT technical needs for Hospice Isle of Man. To be the primary point of contact for IT support within Hospice Isle of Man

KEY DUTIES- what you will do:

- Advise and respond to staff enquiries for all IT related issues, providing support and guidance
- Troubleshoot basic IT issues
- Build strong and effective relationships with Hospice Isle of Man's main hardware and software provider, Government Technology Services (GTS)
- Triage incident tickets referring them to the appropriate team within GTS, liaise, monitor and prioritising ticket requests accordingly
- Administer a variety of IT systems
- Responding to IT issues raised, and ensuring basic checks are completed to provide earliest possible resolution of simple faults i.e. checking cables etc
- Basic network and application account administration e.g. password resets, new user requests etc
- Providing feedback on issues raised, following up issues and escalating customer concerns appropriately
- Advise and assist with management of video-conferencing installation and connection
- Review, evaluate and recommend solutions for hardware and software issues
- Advise on compliance with Government IT policy
- Provide IT support for the Hospice's ECHO facility

Most challenging part of the job:

This role is key to the function of Hospice Isle of Man and the services it provides to the public. No two days are the same and workloads are often unpredictable requiring good organisational skills and the ability to prioritise tasks effectively.

The post holder ideally will have strong IT skills, excellent attention to detail and the ability to problem solve, communicate effectively with others and work to tight deadlines.

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

What we need you to have: our Person Specification

Qualifications:	Is it essential or desirable	How we will assess
4 GCSE's to include English language	E	A & D
Educated in an IT related subject or equivalent qualification	D	A & D
Good working knowledge of Microsoft Desktop operating systems and applications	E	A & D
Foundation level qualification in networking technologies and/or desktop support	E	A & D
Experience:		
Experience of working in a busy office environment	D	A/I
Working to and meeting deadlines	E	A/I
Wide range of familiarisation and working with a number of digital platforms	E	A/I
Skills/Competencies:		
Ability to carry and set up IT equipment	E	A/I
Excellent problem solving and resolution abilities on a wide range of software, hardware and network issues	E	I
Ability to co-ordinate and support IT projects to tight deadlines	D	A/I
Strong working knowledge of windows based desktop and server operating systems	E	A/I
Ability to advise, communicate effectively and sensitively with a wide range of people both technical and non-technical users	E	A/I
Personal Qualities/Behaviours:		
Effective team player but also able to think and work independently	E	A/I
High standards of integrity and approachability	E	I
Flexible and collaborative	E	I
Methodical approach to work and strong attention to detail	E	I
Committed to continued professional development	E	I
Other:		
Full, clean driving licence	D	A & D
Isle of Man worker	D	A
How we will assess you		

A Application & CV	**I** During your interview	**D** When you produce your documents	**T** Test to assess your practical competence