

Job Description

Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

Job title	IT Support Engineer
Directorate	Corporate Services
Team	IT
Job title of reporting manager	IT Support Manager
Job title(s) of direct reports	None
Document created (Month and Year)	May 2021

Overview of directorate

The Corporate Services Directorate consists of the Finance, IT, People and Organisational Development (P&OD), Facilities, Legal, Compliance and Governance teams.

The IT team is responsible for the development, management and maintenance of IT for the charity including the data centre, servers, printers, copiers, applications, telecoms, mobile communications, and IT security.

Job purpose

- To provide first and second line support to approximately 270 staff members across four offices and around 100 associates that are supported in a smaller capacity.
- To contribute to maintaining the high availability of the IT systems, within the core working hours and mostly available outside of those hours.
- To provide ad hoc IT training throughout Breast Cancer Now to the people who use our IT systems.
- To take a proactive role in IT projects and adopt a flexible approach to work effectively in a changing environment and be prepared to travel throughout the UK and to work varying hours.

Key tasks and duties

- To provide first and second line IT support to all users, as required and escalate any issues to the IT Support Manager where necessary. Management of the IT Service Desk tickets, including regular reporting.
- To configure new user accounts and appropriate access across IT systems and conduct IT inductions for new users to the systems. Archive and disable leavers accounts. Maintain the secure structure of access permissions for files, mailboxes and applications.
- To assist with maintenance of the Mitel telephone system; configuring user accounts, troubleshooting handsets and softphones, and providing user training as required. To support corporate mobile phones and smartphones using Android and IOS operating systems.
- To ensure the continuity and quality of the charity's nightly backups in line with team procedures.
- To assist in managing and troubleshooting the Breast Cancer Now network and servers. This includes upgrades that are typically conducted outside of office hours. Assist in the maintenance of antivirus software.
- To plan and implement standard laptop hardware refreshes and assist with other hardware refreshes as appropriate. Maintain accurate IT records to reflect all changes.
- To assist in ensuring SCCM is correctly configured and maintained. Design and deploy laptop refreshes and applications as appropriate.
- To design and author IT documentation, including policies and procedures, knowledge base items and best practice user guides.
- To maintain the IT equipment on-site and off-site, providing assistance and training as required.
- To manage bookings and the loans of IT equipment.
- To provide ad hoc IT user training as required.
- To maintain an accurate register of IT assets.
- To assist in delivering IT projects as identified by the Head of IT or IT Support Manager.
- To visit the National/Regional Centres to provide support and maintenance for the local IT hardware and software, as required.
- To be an effective member of the team, presenting a positive impression of the team and the service provided to staff.
- To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- To maintain confidentiality regarding client information at all times, and to operate within the charity's data protection and IT usage policy.
- To liaise with relevant staff members, outside agencies and 3rd party providers, as requested.
- To adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Of working in a similar role
- Of building sound customer relationships with internal users and external stakeholders
- Of working with and troubleshooting desktop and networking issues (e.g. LAN, WAN, TCP/IP, DNS, DHCP)

It is **desirable** for you to have the following qualifications and experience:

- Of working in a virtualised server environment
- Of document management
- Of Microsoft or other IT-specific certification
- Of working within regulations such as General Data Protection Regulation (GDPR)

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Possess sound and logical problem-solving skills
- Have strong time management and prioritisation and organisational skills
- Ability to disassemble and re-assemble IT hardware to replace faulty components
- Ability to work unsupervised and use initiative
- Ability to communicate effectively with team colleagues and others in person, by email and over the telephone, showing tact and discretion when dealing with sensitive and confidential information
- Ability to adapt quickly to change.
- Ability to train staff effectively in IT packages and related procedures
- Excellent management and troubleshooting of Windows 7 or above
- Excellent use and troubleshooting of Microsoft Office 2013 or above
- Use Active Directory 2008 or above, particularly user management
- Manage an IT backup solution
- Manage anti-virus client in a corporate anti-virus solution
- A thorough and accurate approach to work with excellent attention to detail
- Flexibility and willingness to work outside normal office hours when the occasion demands
- To be patient with and supportive of colleagues

It is **desirable** for you to have the following skills and attributes:

- Windows 10 and Office 365 management and troubleshooting
- Administer Microsoft Exchange 2013 or above at a basic to intermediate level
- Administer VoIP phone system, such as Mitel, at a basic to intermediate level
- Administer MS System Centre Configuration Manager (SCCM) at a basic to intermediate level.
- Basic to intermediate experience of command lines such as PowerShell
- A confident attitude and approach to your technical ability
- Resourceful and proactive with a positive, "can-do" manner

Role Information

Key internal working relationships

You will work closely with the following:

- Colleagues in Corporate Services
- All Departments

Key external working relationships

You will work closely with the following:

- IT consultancy companies
- Other suppliers and vendors, as appropriate

General information

Location of role	Please note that currently Breast Cancer Now is following Government guidelines regarding working from home. Although the role is based in London the expectation is that once restrictions are eased we will follow a blended approach between office and home working. The address of the London office is Ibex House, 42-47 Minories, London EC3N 1DY
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.
Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.