

IT Assistant/1st Line Support Technician

Job description

- Salary Range:** £23,000 - £24,894 per annum + benefits
- Job type:** Full-time with a study package available ¹
- Contract period:** Temp to Perm (initial 1 year fixed term contract)
- Reporting to:** Chief Financial Officer
- Team:** Platform services
- Location:** Oxford (Picker operate a flexible hybrid office/remote working policy however this role will be required to attend the office on a regular basis depending on work activities)

Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in understanding, measuring, and improving peoples' experiences of care. Our mission is to make person-centred health and social care a reality for everyone. The Picker Group is comprised of Picker Institute Europe and a wholly owned subsidiary, Picker HWA Ltd.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Platform services team

Platform services is responsible for organisational development and provides corporate support to Picker. This includes liaising with the Board of Trustees and overseeing governance and strategic development. On a day-to-day basis, platform services support other Group teams with communications, finance, HR, and IT related matters.

¹ We are happy to consider candidates who would undertake a course of study related to the post whilst working at Picker, including in cases where this included normal working time. Please contact us if you would like to discuss this.

Purpose of the role

You will be the first line support technician point of contact, in house, for colleagues when they experience difficulties with their IT equipment or have general IT enquiries. You will participate in the implementation, documentation (eg quick start guides), training and maintaining of IT services, ensuring that colleagues are always provided with excellent service. You will assist the Group in maintaining its requirements under ISO 27001 Information Security accreditation be part of the Quality Assurance forum and will be expected to contribute to relevant processes and procedures. You will work in partnership with our external IT partner for bigger or more complex IT issues.

As your role and experience develops, you will work with colleagues to support the development of our digital strategy and IT road map.

Duties and responsibilities

- To provide first line point of contact, helpdesk support to colleagues for queries relating to hardware (eg laptops, monitors, keyboard, mice, websites and network services), applications, audio-visual equipment including web cams and the photocopier.
- To work collaboratively with our external IT partner to address bigger, specialist and more complex IT issues.
- To provide IT equipment set up, induction and collection for starters and leavers.
- To assist with the setting up, maintenance and repair and replacement of computers, audio-visual equipment, computer-linked equipment, and peripherals
- To maintain appropriate spare levels of computer consumables, accessories and to source purchases as necessary, ensuring that value for money is obtained.
- Maintenance of the IT systems with a customer interface eg web applications, including commercial tools such as secure file transfer portals and proprietary in-house software.
- Monitor live website URLs to ensure they are online and have SSL certificates.
- Maintenance of the NHS Health and Social Care Network (HSCN) line for the Demographics Batch Service Bureau (DBS).
- To support Picker in their information security implementation and maintaining their accreditations including ISO 27001 and the NHS Data Security and Protection Toolkit including:
 - supporting the Information Governance Manager in delivery of the role
 - Producing and maintaining IT statistics, reports, registers, checklists, and other documentation as part of our ISO 27001 accreditation and as otherwise necessary.
 - To assist with the monitoring of the Group's IT inventory.
 - To maintain satisfactory standards of safety and security in relation to IT equipment.
 - To maintain, update, upgrade and install the latest applications and configure as required
 - Attending and contributing to the Quality Assurance Forum.
- To assist the Chief Financial Officer in progressing Picker's digital innovation strategy and IT road map as needed.

General Duties

- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker’s aims and objectives
 - Developing new approaches, processes and methods to enhance Picker’s performance
 - Promoting the sharing of knowledge and communications across teams within Picker, collaborating closely with other teams.
- Ensuring compliance with all company policies, internal working practices and external regulatory requirements (e.g. Data Protection Act, ISO 27001, ISO 20252).
- Other reasonable duties as requested by line manager

Person Specification

Experience, knowledge and understanding	
Experience of working within a support function	E
Experience of providing good customer service	E
High level of IT proficiency including Microsoft 365 and Office, including being able to guide others in their use.	E
Experience of installing and configuring software applications	E
Experience in setting up and installing hardware	E
Experience of working with ISO 27001	D
Experience of building and configuring computers	D
Experience of IT networking	D
Understanding of the principles of data security and confidentiality	D
Skills and abilities	
A collegiate working style – able to work effectively with staff at all levels across the organisation and, where necessary, with external suppliers and contacts.	E
Strong communication and writing skills	E
High degree of self-motivation and resourcefulness combined with a willingness to adopt a ‘hands-on’ role.	E
Ability to work efficiently to short deadlines on multiple projects	E
Have excellent attention to detail.	E
Ability to assimilate information quickly and communicate messages effectively to others to provide solutions.	E
Ability to work to own initiative to research, trouble shoot and resolve problems	D
Willing and able to travel within the UK	D

Qualifications	
Educated to degree level or equivalent experience/expertise developed.	D

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter by email; nicola.porter@pickereurope.ac.uk