Junior IT Support Analyst

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| Job title: | Junior IT Support Analyst |
| Department: | VHG IT Services |
| Location: | Remote |
| Reporting to: (job title only) | IT Support Team leader |
| Direct reports: (job title only) | IT Apprentices |
| Job purpose: | Reporting to the IT Support Team Leader you will be responsible for second line support cases, general IT duties and to liaise with our third-party IT support companies as needed. You will also be a key member of the service desk who tackle the day-to-day enquiries, ticket escalations and be the face of the internal IT Team. |
| Role and Responsibilities: | * Database administrator for some case management systems.
* First-, Second- and third-line support assistance.
* Responsibility for Asset Registry and IT stock management, including monthly audits.
* Office 365 administration.
* Initial contact of large-scale issues.
* Setting up of phones and mobile devices.
* Mitel VoIP System administration.
* Assist on IT project work, as required.
* SharePoint Administration.
* Microsoft Forms Administration.
* Manage ticket allocation.
* Creation of ‘How to guides’ (knowledge-based articles) for the rest of the team.
* Participating in out of hours work and changes, as needed.
* User education for the business, such as drop-in sessions, guides, etc.

**Equality Diversity & Inclusion (EDI)*** We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.
* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
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| Clinical Governance:(where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Minimum grade C GSCE in maths and English.
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| **Experience** |  | * IT Support Desk experience
* VOIP admin experience (Mitel)
* CRM administration experience
* Office 365 admin experience
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| **Skills/knowledge** | * Ability to prioritise & organise own work in a busy environment
* Strong Office 365 skills (or willingness to learn)
 | * Awareness of change management and implementation
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| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Good general interest in IT.
* Attention to detail and initiative.
* Good interpersonal, customer service, and problem-solving skills with an effective telephone manner.
* An awareness of and commitment to supporting and facilitating diversity and inclusion.
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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