



JOB DESCRIPTION

Job Title:	ICT Support Officer
Grade:	EVH 6 (Spinal Points 17 to 20)
Salary:	£28,089 - £30,707 EVH Grade 6 (PA17-20) (This will increase by 1.6% on the 1st April 2020)
Responsible To:	Finance and ICT Officer and Finance and Corporate Services Director

Key Aims of the Post

The key aims of the post are to ensure the organisation's ICT systems, applications and equipment are fit for purpose, safe and secure, meet the requirements of the organisation and facilitate the delivery of achieving our strategic objectives. The post holder will take direction from the Finance and ICT Officer and thereafter to the Finance and Corporate Services Director and ultimately through the CEO to the Management Committee.

The key aims of the post include: -

- To work as part of the Finance and Corporate Services team to ensure that the excellent performance results are maintained.
- To maintain and develop a strong knowledge of all the associations ICT products ensuring that we deliver the best value for money solutions which assists with the achievement of our goals.
- To work with Finance and Corporate Services colleagues to deliver effective ICT projects across all aspects of the association.
- To provide the technical expertise in relation to ICT which can support staff within the organisation to deliver their roles to a high standard.
- To develop, document and update relevant ICT policies and procedures to meet legislation and good practice



Principal Responsibilities and Duties

- Provide technical advice and resolution on ICT issues to end users on hardware, software and communications within EHA, liaising with third party providers as and when required.
- Administration and maintenance of ICT manuals and electronic filing systems.
- Maintain hardware inventory database in respect of all information required for Fixed Asset Register. Ensure all equipment tagged, logged and stored in an orderly manner.
- Maintain software inventory database (including licences) in respect of all information required for Fixed Asset Register. Ensuring all software operates on the latest version, where applicable.
- Ensure orders placed for replacement/additional equipment as instructed by Director and in liaison with procurement procedures. Ensure adequate stock of spares/replacements in a timeous and effective manner. Attend to repairs/returns as and when required based on guarantees.
- Ensure all equipment prepared as required, signed out and in, in good working order to update ICT loans register.
- Ensure virus/malware protection software is regularly updated at both server and client level, reporting status to Director.
- Prepare and deliver ICT Asset register as and when required.
- Monitor the performance of all PC's and peripheral equipment using authorised utilities providing quarterly reports to the Director to aid strategic planning and budgets.
- Ensure all ICT equipment used by EHA and other organisations is maintained to the highest standard.
- Contribute positively to the creation, development and delivery of an effective ICT Strategy.
- Contribute to the development and implementation of ICT-related policies and procedures for the future of the organisation, in accordance with established government policies and procedures, industry best practice and legislative requirements.
- Lead in the resolution of critical ICT troubleshooting issues to ensure appropriate technical support exists for the continuation of essential business critical services in a timely, efficient and effective manner.



- Produce accurate and timely performance information and data, including information required for regulatory and statutory returns and agreeing and implementing actions arising from internal and external audits
- Create management information reports to specification
- Assist on IT projects as and when required
- Deliver appropriate ICT training to colleagues
- Develop a working knowledge of the Association's Housing Management software (Capita) and the various modules and using this knowledge to identify improvements and enhancements to the system.
- Act as systems administrator for Elderpark Housing's network and server, e.g. managing user accounts and passwords, access to files and folders etc.
- Work with our external ICT support partners to maintain high quality IT systems and services which enhance the organisation.
- Lead on developing more efficient ways of working through the use of ICT including mobile and flexible working across the Elderpark Housing
- Take responsibility for the ongoing development and maintenance of Elderpark's website, social media and on-line presence to ensure we are offering a 'digital first' approach.

Other

- Comply with the Association's Health and Safety policies and raise any unsafe conditions and practices to their line managers
- Attend training sessions, both internal and external, as required
- Where required be available to work outwith office hours to deliver services with meet the need of the organisation and our service users
- Any other duties specified by the Finance and ICT Officer, Finance and Corporate Services Director or CEO that would be considered reasonable within the general level of responsibility attached to the post

It should be noted that this is a new position within the organisation and as such the duties may evolve over time. The principle duties are designed to provide a guide to the types of activities that may be undertaken on a daily basis within the Association.



Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or housing related organisation		X
Diploma or degree level experience in computer related discipline or be able to demonstrate equivalent practical experience in an ICT Technical / Support role	X	
Experience in contributing effectively to the organisation, and continuous improvement of ICT policies and processes.	x	
Previous experience of operating and managing an organisation's ICT helpdesk facility.	x	
Previous experience developing reports using a third-party reporting tool.		x
Experience in developing high quality policies through reviewing best practice and researching possible options		x
Experience in collation of performance or other statistical information		x
Experience in providing training on ICT to non-technical personnel		x
Knowledge	Essential	Desirable
Comprehensive knowledge of all Microsoft Software Application including Word, Excel, Access, PowerPoint, Publisher, Front Page, SharePoint	x	
Demonstrate excellent ICT Knowledge	X	
Strong knowledge of PC Operating systems	X	
Knowledge and understanding of Mobile Device Management applications and delivering 'agile working' through ICT		X
Demonstrate a knowledge of relevant compliance legislation (FOI, GDPR, OSCR etc.) in particular information security		X
Skills and abilities	Essential	Desirable
Excellent communication, listening and interpersonal skills	X	
Decisive individual who can confidently make informed decisions and recommendations	X	
Ability to develop good relationships with staff and external agencies to meet the objectives of the role	X	
Excellent administration skills and the ability to prioritise your workload	X	
Ability to suggest and implement innovative solutions to improve the services of Elderpark Housing	X	



ELDERPARK

HOUSING

Ability to analyse complex corporate and business issues; identifying core factors quickly and accurately.		X
Ability to monitor and manage a budget in relation to ICT activities		X
Other	Essential	Desirable
Driving license and access to your own car		X
Flexibility in working arrangements (willing to work outside normal working hours when required)		X