



Children's Hospices Across Scotland

## JOB DESCRIPTION – IT SERVICES ANALYST

### Job Details

Job Title – IT Services Analyst  
Responsible to – IT Service Desk Lead  
Job Family – Support Services - Non Hospice

Location – Edinburgh  
Salary – CHAS Band 4

### Job Purpose

Working within the culture ethos and philosophy of CHAS, to support the IT Service Desk Lead in maintaining efficient and effective IT structures and systems as well as providing effective IT support to all staff and volunteers across CHAS.

### Main Tasks

- Provide a central focal point for service support delivery, responding to inbound calls, emails and tickets
- Provide onsite and remote IT support to all CHAS sites where appropriate
- Troubleshoot and resolve issues with PC hardware, software, telephony including both iOS and Android mobile devices
- Administration of Active Directory, Microsoft 365, Telephony via Teams and other IT systems

### Job Activities

#### Service Support Delivery

- Managing the service desk portal, logging inbound calls, emails and other requests
- Prioritising and assigning tickets to the appropriate team member
- Following up with users on unresolved issues
- Assist in developing effective Service Desk processes and procedures
- Provide routine reports to the IT Service Desk Lead to assist in the management of the Service Desk

#### Onsite and Remote IT Support

- Provide 1st and 2nd line technical onsite support for Hospices, Offices and Shops particularly for the use of care and retail systems
- Use own initiative to prioritise, maintain, and monitor onsite incidents outstanding, resolving and amending same to timely resolution, escalating to the relevant IT team member as appropriate
- Install new software/hardware and assist in the maintenance of CHAS wide PCs, laptops, mobile devices and telecoms

- Liaise with 3rd party support companies regarding support, maintenance, installations of IT equipment or resolutions to outstanding issues
- Provide IT inductions to CHAS staff
- Take part in initiatives to improve the quality and effectiveness of the IT service
- Create user accounts and manage system access to ensure all staff have the necessary permissions and in line with CHAS Information Governance standards

#### IT Systems

- Active Directory, adding and removing users, computers, security groups etc.
- Administering Microsoft 365 applications including desktop clients
- Assigning user permissions to access folders and mailboxes
- Configuring mobile devices to access Microsoft 365 mailboxes

#### Maintain and upgrade IT systems

- Undertake daily routine systems checks and effectively communicate important system status issues to IT Service Desk Lead
- Assist the IT Service Desk Lead to upgrade and maintain all CHAS IT Systems
- Installing Windows operating systems and drivers
- Installing and configuring Microsoft 365 and other applications
- Joining and removing systems from the domain
- Installing and monitoring security tools, such as BitDefender

#### Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

#### Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

#### Volunteer Engagement

- Work alongside volunteers and actively support their work by providing advice and information to help them in their roles

This is neither exclusive nor exhaustive and you may from time to time be required to undertake such tasks as may be reasonably expected within the scope and grading of your post in order to meet the needs of the operation of CHAS

## Dimensions

- Multiple CHAS sites
- Two hospices open 24 hours, 7 days a week, 365 days a year
- Over 350 staff and 800 volunteers across CHAS
- Approximately 40 servers, 400 workstations and laptops, 230 mobile handsets, VCs, telecoms etc.
- Frequently has contact with department Managers, Chief Executive, Senior Management Team, other staff and volunteers in CHAS, and third party support companies

## Decisions and Communications

### Decisions

- Required to work without direct supervision though daily routine tasks are set and agreed by IT Service Desk Lead

### Communications

- Communicate regularly with the IT Service Desk Lead on IT systems and outstanding issues
- Required to deal with IT issues from Service Desk, prioritise, troubleshoot, resolve or escalate them as appropriate
- Communicate with all staff, at all levels and on all sites, across CHAS
- Represents the IT service desk in a professional, friendly and efficient manner



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## PERSON SPECIFICATION – IT SERVICES ANALYST

### Education, Qualifications, and Training

#### Essential

- Educated to HNC/D level in Computer Science discipline

#### OR:

- Equivalent technical qualification

#### Desirable

- Certifications from Microsoft, the Service Desk Institute or in ITIL would be highly

#### beneficial

- Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### Essential

- Highly effective team working skills
- Sound knowledge of technical support
- Have a good understanding of IT operational support frameworks, including incident management, problem management, change control, service level management and reporting
- Excellent written and oral communication skills
- Excellent interpersonal skills, listening, and questioning skills

#### Desirable

- None

Method of Assessment – Application Form and Interview

### Experience

#### Essential

- Previous Service Desk experience
- Experience of working in a multi-user, multi-site environment

#### Desirable

- Experience of working on projects within an organisation

Method of Assessment – Application Form and Interview

## Personal Qualities

### Essential

- Friendly, confident and enthusiastic with the ability to interact positively with people at all levels of the organisation
- Ability to empathise
- Personal drive, initiative and effectiveness
- Motivated to work within specialty
- Accountable for self, actions and decisions
- Commitment to ongoing learning and development
- Enterprising and resourceful, responding positively to opportunities
- Commitment to a high quality service
- Commitment to core vision and values of CHAS
- Recognition of the value of volunteering to our organisation
- Professional attitude to work.
- Views change as a natural, positive and a continuing process

### Desirable

- None

Method of Assessment – Interview

## Other Requirements

### Essential

- Willingness to travel between CHAS sites
- Full driving licence with access to a car

### Desirable

- None

Method of Assessment – Application Form and Interview