



<b>Job title:</b>	IT Support Technician	<b>Reporting to:</b>	Head of IT & Systems
<b>Department/Group:</b>	People & Systems	<b>Job code/Req no.:</b>	
<b>Location:</b>	HOSF	<b>Travel required:</b>	Yes – to shops
<b>Band</b>		<b>Position type:</b>	22.5hpw Tues, Wed & Thurs

**Main Duties & Responsibilities**

The IT team supports the Hospice by delivering reliable, responsive technical services to staff, our retail shops, and the systems that help care for patients. In a small hospice environment, this role works closely with the on-site Head of IT and Systems and is a key, visible part of day-to-day service delivery.

The IT support technician will play an important role in providing hands-on technical support and helping to maintain the hospice’s IT infrastructure. This includes supporting clinical and administrative systems, resolving technical issues, and assisting with small projects and improvement activities.

You will be responsible for:

- Providing technical support to end-users, resolving hardware and software issues.
- Providing administrative and end user support for the following services Microsoft 365 suite (e.g. SharePoint, OneDrive, Exchange, Intune)
- Assisting in the deployment, configuration, and maintenance of IT equipment.
- Configuring and maintaining network infrastructure, including routers, switches, firewalls, and wireless access points.
- Administering servers, including installation, configuration, decommissions, and maintenance of operating systems and server applications.
- Managing user accounts, permissions, and access control.
- Installing, configuring, and updating software applications and operating systems.
- Conducting software license management and ensure compliance.
- Collaboration with Head of IT & Systems, and Heads of Department to plan and improve IT projects.
- Assessing and recommending hardware and software upgrades based on organisational needs and technological advancements.
- Staying informed about cybersecurity trends and proactively address potential vulnerabilities.
- Maintaining accurate and up-to-date documentation of IT systems, configurations, and procedures.
- Creating user guides and documentation to assist end-users in resolving common issues.
- Providing training to end-users on IT systems and best practices.
- Liaising with IT vendors for support and warranty services.
- Being available for critical out-of-hour calls.
- Responding promptly to IT emergencies, such as system outages or security incidents.

**Qualifications, Skills, Experience, Knowledge & Approach**

- Experienced in troubleshooting IT issues from desktops / laptops; Windows 10,11 all the way through to printers and AV equipment.
- Experienced in Microsoft 365 apps administration and end user support (Office apps, SharePoint, OneDrive, Intune)
- Demonstrable experience in a similar role

<ul style="list-style-type: none"> <li>• Service desk support 1st or 2nd line support experience</li> <li>• Excellent team player; flexible; responsive; takes ownership and can work on the detail in a real time environment</li> <li>• Pro-active; identifying areas to improve and processes to introduce consistent results</li> <li>• Ability to develop effective and supportive relationships with colleagues and IT partners</li> <li>• Actively contribute to and enjoy being part of a team</li> <li>• Ability to support staff and volunteers</li> </ul>				
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Able to communicate exceptionally well with others, internal and external to The Hospice</li> <li>• Able to explain highly technical items to non-technical people</li> <li>• Ability to quickly build a rapport and establish relationships with internal and external stakeholders, based on trust and understanding</li> <li>• Ability to understand and act upon the principles of excellent customer service</li> </ul>				
<p><b>Decision Making</b></p> <ul style="list-style-type: none"> <li>• Self-motivated with the ability to think and adapt quickly</li> <li>• Excited by change, able to work with agility and adapt to changing demands</li> </ul>				
<p><b>Mental &amp; Physical Consideration</b></p> <ul style="list-style-type: none"> <li>• Ability to organise time effectively, prioritising workload, meeting deadlines and being proficient at multi-tasking</li> </ul>				
<p><b>Working Conditions &amp; Environment</b></p> <ul style="list-style-type: none"> <li>• Able to work some evenings and weekends, if required</li> <li>• Must be able to drive and have access to own car and be covered for business use</li> </ul>				
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Understand and comply with all Health and Safety, Fire and Infection Control regulations</li> <li>• Complete all mandatory training and ensure compliance of direct reports and contractors</li> <li>• Appointment is subject to an enhanced Disclosure &amp; Barring Service check</li> </ul>				
<p><b>Safeguarding</b></p> <p>Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.</p>				
<table border="1"> <tr> <td>Last updated by:</td> <td>Lee Mullens, Head of IT &amp; Systems</td> <td>Date/Time:</td> <td>June 2026</td> </tr> </table>	Last updated by:	Lee Mullens, Head of IT & Systems	Date/Time:	June 2026
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