

Our Values:

- Support and listen
- Use an open, honest culture
- Put you at the heart of our service
- Ensure you feel safe
- Respect your life choices
- Be kind and compassionate



Job Title: Senior IT Technician
Salary: £31,500 per annum (FTE)
Reporting to: IT Manager
Hours of work: 37 hours per week, usually Monday-Friday plus on call one weekend in three

Job Purpose

- To support the IT Manager with network maintenance, project work, networking, computer hardware, peripherals and travelling to homes to maintain computer systems as and when required. A valid clean driving license is essential and access to a vehicle the purposes of all work activities is required at all times.

Main Duties and Responsibilities

- To provide an outstanding and efficient level of IT support to all staff at Coverage Care & work with our third-Party support providers to repair and maintain the current systems we have in place
- To ensure all IT support needs are logged, investigated and resolved in a timely manner or escalated where appropriate.
- To image, deploy and maintain workstations, mobile devices and touchscreen computers Administer, create and remove accounts from our email system (Office 365) and Windows network
- To install and test software and software updates, ensuring compliance with software licensing regulations at all times
- To implement -upgrades across our sites and manage and deliver new IT projects as agreed with the IT Manager.
- Monitor the system for any potential misuse and report to the IT Manager
- To upgrade computer hardware as appropriate or replace hardware that maybe damaged/ broken
- Help to create and maintain an IT asset inventory with lists of devices and serial numbers for insurance purposes, and manage orders of IT consumables.
- Support the IT Manager with server maintenance/upgrades/deployments
- To have excellent knowledge of Microsoft Office and Windows software
- To ensure all IT Security Systems such as Anti-Virus and Firewall are kept up to date and secure
- Assist in the management of our Unifi Network VLAN, Wi-Fi and VPN Technologies
- Assist in maintaining, editing and deploying an IP Phone network across all sites
- To ensure that Network cabling or damaged network connectors are fixed in a timely manner to continue normal operations at each site

Head Office Address: Allison House, Oxon Business Park, Bicton Heath, Shrewsbury, SY3 5HJ
 Telephone: 01743 283200 Contact email: enquiry@coveragecareservices.co.uk

- Assist managing an IT Technician in the IT Managers absence
- To ensure our Software systems (e.g. medication and care plan software)- are running optimally and work with our Third Party contractors to resolve any issues
- To maintain and manage a follow me print queue (PaperCut) across all sites and an IT Helpdesk solution

General

- Work effectively in your team, sharing knowledge, best practice and to provide on call out of normal working hours
 - Be effective working within a team but also be able to work alone using your initiative
 - Comply with company policies and procedures and ensure up to date knowledge
 - Practice responsible safeguarding, raising awareness of risks and hazards. Keep accurate records whilst maintaining confidentiality
- Promote anti-discriminatory behaviour, being culturally sensitive about personal characteristics.

The duties and responsibilities in this job description are not exhaustive but represent the type of work required. The postholder will be required to undertake other duties appropriate and consistent with the purpose of the job.

Selection Criteria A = Application Form, I = Interview, T = Test or Case Study, P = Personal Assessment	Essential (E) or Desirable (D) Criteria	Assessment Method (A, I, T, D)
Attributes / Skills:		
1. Effective communication	E	A, I
2. Interest in working in residential care setting	E	A, I
3. Ability to build meaningful relationships whilst maintaining professional boundaries	E	I
4. Punctuality and reliability	E	I
5. Conscientiousness and attention to detail	E	A, I
6. Patient and empathetic approach	E	I
7. Willingness to participate in training sessions as required	E	I
8. A reasonable level of fitness	D	P
9. Commitment to Equality, diversity, and inclusion	E	I
10. Clear understanding of confidentiality	E	A, I
11. Able to deliver excellent customer service	E	A, I
12. Ability to work on own initiative, proactively	E	A, I
Experience:		
1. Experience in a social care environment	D	A, I
2. Can display good diagnostic skills for a range of different problems that may occur for user in IT	E	A, I
3. Competent in cloud technologies such as Office 365, Google Apps and understand how they function	E	A, I
4. Detailed understanding and experience in maintaining IT Network functions such as; Router/Firewall, TCP/IP, DNS, Switching, DHCP, VLANs etc...	E	A, I
5. Knowledge of health and safety requirements and standards	D	A, I
6. Experience in using and maintaining different Operating Systems such as MacOS, Windows, iPadOS, iOS and Android	E	A, I
7. Knowledge of Windows Server 2012 R2+ operating system and general knowledge of Windows Server services such as Group Policy, DHCP, DNS and Active Directory. Competent with VLANs, how to manage switches and understanding of CLI	E	A, I
8. Understanding and knowledge on Anti-Virus technologies, how to deploy, maintain and inspect for malicious software	E	A, I
9. To have a good knowledge of Cybersecurity, including an understanding of GDPR and the relevant legislation such as the Data Protection Act	E	A, I
10. Understanding of printing technologies such as 'follow-me print queues, print spooler and appropriate printing network requirements	D	A, I
11. Experience working under own initiative on projects across all stages from concept to completion.	E	A, I
Qualifications / Training:		
1. GSCE English and Maths or equivalent	E	A
2. BTEC Level 3 in ICT or equivalent	E	A

This Job Description and Person Specification are revised periodically and amended as necessary to ensure that the content reflects the needs of the service.