



JOB DESCRIPTION

Post title: IT Technician

Responsible to: IT Manager

Hours of Work: 37 hours per week

Location: Treetops Hospice, Derby Road, Risley, Derbyshire DE72 3SS

Purpose of the Role

To support the IT Manager by overseeing all IT functions of the organisation, the Technician needs to have knowledge of the industry's best practices and the ability to work with a variety of stakeholders.

Key Responsibilities

- Provide first-line & 2nd Line support to staff and volunteers across the main campus and off-site locations
- Troubleshoot and resolve hardware, software and connectivity issues
- Support the IT Manager with on-going projects

Duties

- Install, configure and maintain desktops, laptops, printers and mobile devices on all sites
- Manage user accounts and permissions in Microsoft 365 and Active Directory
- Administer and support Microsoft Intune for device and application management
- Enrol and manage devices using Mobile Device Management (MDM) policies
- Configure and deploy Mobile Application Management (MAM) policies to protect sensitive data on mobile apps
- Monitor compliance and security status of enrolled devices
- Provide technical support and basic user training for TPP SystmOne, ensuring staff can access and use the system effectively
- Support secure access to patient, donor, and operational systems in line with GDPR and data protections standards
- Onboarding/offboarding processes including device setup and training
- Maintain accurate records of support requests and resolutions using a helpdesk system
- Liaise with external IT service providers and vendors as needed
- Contribute to IT projects that enhance service delivery and operational efficiency
- Provide limited out-of-hours weekday support for nursing staff, ensuring continuity of care and access to essential systems on a rota with the IT Manager

Other requirements

- Adhere to Treetops Hospice's Health and Safety procedures

- Perform other duties appropriate to the role
- Be strongly committed to, and promote the vision, values and culture of the Hospice
- Establish good working relationships across the organisation and with internal colleagues and external stakeholders