



## **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 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
- 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
- Assist with 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