JOB DESCRIPTION

Job Title: **IT Projects and Support Engineer**

Main Place of Work: Linton House Clinic, Thirlestaine Road, Cheltenham, GL53 7AS and such other areas as required.

Responsible to: IT Network Manager

Accountable to: Chief Executive, Cobalt Health

Line management

- There is no line management responsibilities associated with this role, the post holder will provide support, guidance and mentoring to members of the IT team

Job Purpose:

- To plan, coordinate, implement, support IT Infrastructure and business system projects

- To create and validate documentation and knowledge base articles.
- To install, maintain and support new applications / solutions

- To ensure that the IT systems are properly protected, resilient and that all key data is securely backed-up.

- To provide 1st and 2nd line support to our users alongside our MSP (Anticipated split: 25% support, 75% Projects)

- Manage and maintain Sharepoint

- Promote the adoption of industry standards and best practice

- Coordinate internal resources and third parties/vendors for projects

Key Relationships

Cobalt IT teams, Cobalt staff team, mobile site staff, logistics, support engineers and patients

Key areas of responsibility will include:

Specific Duties
- Leading on and effectively implementing IT projects to deadlines, including project planning, review of progress, monitoring and evaluating outcomes and seamless transfer to BAU
- Provision of IT technical support to project teams and stakeholders, ensuring that the IT implications are scoped out and fully considered, making recommendations and highlighting impacts
- Maintenance and development of SharePoint, Intune and Autopilot
- Patch management & vulnerability remediation (Microsoft and 3rd party)

- M365 administration (AAD, User management, Email, OneDrive, Teams)
- 1st and 2nd line support, working with our MSP
- Creating, reviewing and maintaining technical documentation
- IT security, working alongside outsourced SOC
- Assisting in the maintenance and upgrade of IT infrastructure
- Promoting the adoption of industry standards and best practice within the team and across the charity
- Developing and implementing IT policies with the IT Network Manager
- Providing mentorship and guidance to more junior members of the team
- Supporting staff training and IT skills development

Management of Resources

- To assist with monitoring of supplies and capacity planning.
- Monitor and maintain sufficient and appropriate supplies to support the department

Teamwork

- To work collaboratively with other departments within Cobalt
- Taking an active part in team meetings
- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure
- Advise and mentor staff members, particularly junior staff members

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Barring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination

and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information. You are required to undertake the Data Protection training included in the NHS IT Governance Toolkit as instructed.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (cpd) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS

and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.

Person Specification

Qualifications and Training	Essential	Desirable
ITIL Foundation Certificate	✓	
Prince2		✓
Microsoft Desktop and Server Qualifications		✓
CCNA or similar		✓

Knowledge and experience	Essential	Desirable
Experience of first line and second line IT support	✓	
Project management / Change management	✓	
Sound awareness of data protection, information governance and privacy	✓	
Experience of Compliance standards ISO27001, Cyber Essentials Plus		✓
Experience of training users in IT skills		✓
M365 administration, SharePoint	✓	
Security and Compliance	✓	
Knowledge of IT Service Management principles		✓

Skills and abilities	Essential	Desirable
Ability to identify opportunities and implement improvements to the IT environment and user experience	✓	
Good interpersonal, written and communication skills	✓	
Effective team player with good organisational and time management skills, able to work to deadlines	✓	
Proactive and able to with minimal supervision	✓	

Personal attributes	Essential	Desirable
Diligent with strong attention to detail, to maintain accuracy	✓	
Adaptable to the changes associated with working in this sector	✓	
Resourceful to overcome issues in a timely and professional manner	✓	
The ability to identify problems, proactively sharing solutions	✓	