

# JOB DESCRIPTION

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| **Job title** | **IT Assistant** |
| **Department** | **IT Team** |
| **Supervised by/Reports to** | **Head of IT** |
| **Job location** | **London** |
| **Grade** | **5** |
| **Contract duration** | **Permanent** |
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| **Department description** | |
| International Alert is a growing global peacebuilding organisation. Robust business systems and IT infrastructure are at the core of our ability to achieve our ambitions. The IT function is led by the Head of IT.  This position falls within the IT Team. Broadly, the goals of Alert’s IT team are to ensure that effective and innovative IT provision is in place globally to support the strategic and day to day needs of the entire organisation (UK and overseas) and provides first line IT and communication tools and support to staff at International Alert (Alert), both in the London HQ and overseas locations, the latter in close cooperation with local consultants and staff. | |
| **Job purpose** | |
| The IT Assistant will resolve IT-related issues and perform routine maintenance tasks, as well as undertaking project work as directed. They will be expected to take proactive steps to identify areas for improvement in all areas of technology in the organisation.  They will take responsibility for co-ordinating IT support for all boardroom activities during normal working hours. | |
| **Duties and responsibilities** | |
| **Help Desk**   * Ensure that all calls on the Helpdesk are assigned appropriate owners, including resolving work orders independently where possible * Escalate calls as appropriate to the Head of IT * Research solutions to issues and problems logged on the Helpdesk * Identify trends on the Helpdesk and report these to the Head of IT for resolution | |

## Security / Business Continuity

* Monitor the daily backup and report any issues to the Head of IT
* Complete the daily backup log for audit purposes
* Monitor the Panorma9 solution for any security related incidents, ensuring that patch levels and Antivirus software is up to date
* Keep abreast of security related issues and report to the Head of IT as appropriate.

## Installation of hardware

* Maintain disk images for standard Alert hardware, ensuring that new devices such as laptops can be provisioned consistently and promptly
* Make changes to the images / individual builds as required by the Head of IT
* Provision new handheld devices such as iPhone / Android to allow access to Alert systems, whilst ensuring security of these systems

## Printers

* Check consumable status of all printers in the London office using P9 and / or other software as appropriate
* Order parts and consumables from the print service provider
* Provide readings to the service provider as required
* Investigate and resolve printer-related issues on the London network, escalating to the service provider where appropriate

## Knowledge Management

* Assist with updating hardware and software inventories in the London HQ and overseas locations
* Design and maintain user guides, crib sheets and how to sheets as required
* Responsible for sourcing content and publishing the technology ‘Tip of the Week’
* Design and develop end user training sessions along with the colleagues

## Other

* Keep abreast of new technologies and suggest ways to incorporate these technologies if appropriate
* Maintain computers in the London HQ and overseas locations
* Participating in external events as and when required, as well as participating in organisation-wide events and discussions on related topics/projects.
* Carrying out any other duties determined by the Head of IT

## Contribute to Alert generally

* Contribute to team-wide communications and knowledge management, and participate in organisation-wide events and discussions on related topics/projects
* Any other tasks as may be reasonably required.

# PERSON SPECIFICATION

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| **Talents** |
| At Alert, we have introduced Talent Management to our business model as we believe talented people are crucial to the success of our work. We believe all individuals are talented and success comes in matching the right talents to the right roles. For this role, the skills, qualifications and experience listed below are important, but we believe that to be great in this job you are likely, first and foremost, to have a talent for presenting complex ideas in a clear, engaging and accessible way.  You will need the ability to multitask, to work independently and within a team to achieve a common goal, and to build personal relationships across the organisation. You should have a passion for IT. You should be a motived self-starter who can spot an opportunity that others may miss, while at the same time you should also be detailed-oriented and very organised.  This is what we will be looking for above all else. |

**ESSENTIAL REQUIREMENTS**

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| Technical education in a related field (e.g. IT apprenticeship, any other IT qualification) |
| Fluent written and spoken English |
| Excellent written and verbal communications skills and the ability to adapt styles to meet the needs of different audiences |
| Technical knowledge of Microsoft Operating systems (Windows 7/Windows 10) troubleshooting |
| Technical knowledge of Microsoft Office 2010/2013 Professional and troubleshooting |
| Technical knowledge of Office365 |
| Demonstrable experience resolving technical issues |
| Knowledge of TCP/IP networking and troubleshooting |

**DESIRABLE REQUIREMENTS**

Knowledge of Microsoft Server 2008 R2

**SUMMARY TERMS AND CONDITIONS**

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| **Pension** | All staff receive a pension contribution which is equivalent to 10% of their gross salary. The post-holder will be automatically enrolled into the Alert Pension scheme which is with Scottish Widows but can choose to opt out. |

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| **Leave entitlement** | 36.5 days of annual leave entitlement per year, inclusive of all national bank holidays. |
| **Notice period** | There will be an initial six-month probationary period during which notice will be one month on either side. On successful completion of the probationary period notice will be one month. |
| **Working hours** | Full time staff are expected to work a standard 35-hour week, with some flexibility around start and finish times to be agreed with the line manager. All staff are required to work core hours 10am – 4pm. |
| **Sport’s club membership** | Staff can take advantage of subsidised membership of a local sports club, on successful completion of the probationary period. |