IT Officer	**Direction from:** **IS Manager & Chief of Staff**	**Reports to:** IS Manager **Date: September 2017**

The IT Officer is responsible for effective installation/configuration, operation and maintenance of systems hardware, software and related infrastructure – and to carry out specific IT projects and related-activities as tasked.

Primary Role. The primary duties will be the provision of IT support for the user community within ABF The Soldiers' Charity, and related tenant organisations, covering IT installations, troubleshooting, guidance, and upgrades. This individual will ensure that the IT systems are operating at optimal capacity, follow best practices and that organisational procedures are adhered to whilst provisioning IT services.

This role is one of the two IT Officers with complementary and overlapping roles, working with the IS Manager to maintain effective IT operations pan-Charity.

Specific Tasks.

IT Systems Hardware/Network
- Administration and development of on-premise physical and virtual server environment, Cloud, telephone system and mobile devices.
- Manage IT helpdesk service, providing first/second/third line support and advice to users, by phone, in person or electronically. Provide on-site support to regional offices and national events.
- Installing, maintaining and upgrading hardware, including servers, network equipment, PCs, printers, peripherals and related software within the Charity network.
- Implementing and managing security, integrity, upgrade scheduling and back-up procedures.
- Escalate issues to IS manager and senior management as required
- Develop and maintain the Charity's IT Knowledgebase.

User support
- Provide user training, support and advice for Charity staff, consulting them to ascertain needs and ensuring that facilities meet user/project requirements.
- Manage secure network access for remote users.
- Manage support for Central Office lessee organisations (various levels).

Specific Application Support:
- Management and development of Microsoft Office 365 and Azure cloud services.
- Management of Active Directory and Group Policies.

- Knowledge of Salesforce and Dynamics CRM.
- Good understanding of SQL databases and maintenance of the same.

Secondary Roles

- Assisting with major IT projects (e.g: Infrastructure and software refreshes and upgrades.)
- Leading on specific IT projects (e.g: secondary/tertiary software, IT knowledgebase)
- Assisting the IS Manager with the IT Steering and Working Groups, future strategy, and budget management.

Core Competences

The applicant will need to demonstrate the ability to:

- Resolve IT issues in a timely fashion with minimal supervision.
- Work as a team player with excellent interpersonal and communication skills.
- Constantly adapt to the changing IT and Digital environment.
- Work with third party IT vendors to troubleshoot issues and improve IT service.

Skills/Requirements

Exposure to as many of the following specific IT skills as possible:

- Server configuration and troubleshooting
- Server migrations and installations
- Network design and support
- MCITP level, or willing to prove ability to support at this level
- Knowledge of Antivirus applications
- Knowledge of Backup applications
- Windows 7/10 desktop support
- Vmware/Hyper-V virtual server configuration
- Azure/AWS cloud services provisioning
- Cisco knowledge will be desirable
- High level of proficiency in the following networking infrastructure: TCP/IP, SSL, BGP, VPN routing and switching protocols a distinct advantage
- MS Office 365 and Office Suite
- SQL Server 2014
- Apple OSX and iOS
- Ancillary skills – Adobe Acrobat and Creative Suite, IRIS Exchequer, The Raiser's Edge
- Languages: HTML/SQL/Javascript
- On-line technologies e.g. Dropbox, social media/web analytics tools, E-commerce, website content management systems, payment gateways.

Certifications

Desirable Certifications:

- Microsoft MSCE
- VMWare
- Azure/AWS Cloud

Other Information

This is a full-time position (35 hours per week), based in the London office with some requirement to travel to Regional Offices within the UK.

Willingness to work some unsociable hours and at weekends.

Experience of working in the Charity Sector would be desirable but not essential.

Agreed by:

Date:

Published Date: