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Job Description

IT Support Engineer

ellenor.org

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Registered Charity No: 1121561

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Job Title: IT Support Engineer

Department: IT

Contract Terms: 37.5 hours per week, Monday to Friday

Salary: £27,857 to £30,094 PA (depending on experience)

Location: ellenor, Hospice, Gravesend, DA11 7HQ
On-site only (no remote or home working)

Responsible To: IT Manager

Accountable To: Director of Finance & Resources

Manages: N/A

About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).



Scope and Job purpose

As an IT Support Engineer, you will work closely with the IT Manager to ensure the organisation's IT infrastructure is robust, secure, and supports all staff, systems, and services across the Hospice and retail locations.

You will provide both 1st and 2nd line technical support, manage end-user devices, and collaborate with our external IT Multi Services Provider (MSP) and other third-party vendors.

Some flexibility in working hours may be required to address urgent issues, support project delivery, or changes outside normal working hours.

The successful candidate will possess excellent communication and organisational skills, have a keen eye for detail and a drive to improve operating processes, documentation, and service support delivery.

Internal Key relationships include-

- Clinical Care Teams
- Human Resources
- Wellbeing Teams
- Therapeutic Services
- Individual Giving
- Retail Teams
- Supporter Engagement
- Marketing and Communications
- Education
- Senior and Executive Leadership Teams

External Key relationships include-

- IT Support Multi Service provider
- 3rd party communication providers
- Business application and Service vendors
- Our print partner company
- NHS IT services and systems



Main Duties and Responsibilities

- Support the IT Manager in maintaining and improving IT infrastructure and services.
- Provide timely technical support to end users, resolving incidents and service requests efficiently.
- Escalate complex issues to the ellenor IT Support MSP or relevant third parties, ensuring timely resolution.
- Participate in service reviews and technical account management meetings.
- Assist in overseeing the lifecycle management of desktops, laptops, and mobile devices.
- Manage onboarding and offboarding processes for staff, including access to internal and third-party systems.
- Accurate maintain asset inventories and ensure adequate stock of IT equipment.
- Research and recommend IT solutions and equipment to meet organisational needs.
- Administer user accounts and permissions for relevant systems.
- Assist with incident investigations and implement preventative measures.
- Support the installation and maintenance of network cabling and telephony systems.
- Travel between ellenor sites as required to provide on-site break-fix and upgrades support.
- Assist with the annual budget preparation process.



Person Specification

All criteria are essential unless stated otherwise.

Job Title: IT Support Engineer

Education / Qualifications

- Educated to A-level or equivalent qualifications, completion of a Level 3 apprenticeship or have equivalent professional experience.
- MTA and-or MS900 qualification (desirable)
- Full Clean UK driving license and access to own vehicle to transport IT equipment between sites.

Experience

- Experience supporting local and remote users in a hybrid AD/Azure AD environment.
- Strong troubleshooting skills for WAN-connected devices.
- Experience of networking (VPNs, WANs, firewalls)
- Administration of Microsoft Defender, Intune for endpoint management.
- Experience with virtualised servers, remote desktop solutions, and backup infrastructure.
- Initiative-taking, organised, and detail-oriented approach.
- Experience of working in a Hospice or clinical environment (desirable).

Knowledge, Skills, and Attributes

- Proficient in administering MS Office 365, Win 11, and MDT
- PowerShell scripting and Windows command line experience.
- Demonstrable skill to troubleshoot issues in a practical and methodical manner.
- Ability to create and maintain Windows command lines and PowerShell scripts.
- Skilled at communicating clearly in a non-technical manner in both written and verbal forms.
- Have a pro-active and positive approach to tasks and support needs.
- Be flexible and willing to on occasion work at out of hours in support of project delivery, break-fix remediation, or maintenance needs.

