



Hours of work: 22.5

Annual Leave: 25 days per year pro rata plus bank holidays

Salary: £21,000 per annum (FTE)

Contract: Permanent (Subject to a 6-month probationary period)

Employed by: Involve Kent

Responsible to: Digital & IT Lead

Based: Turkey Mill but also travel to other sites and option for home working

Purpose of the job:

The suitable candidate will be tasked with assisting the Digital and IT Lead with a range of responsibilities which are detailed below. Usual placement will be at Turkey Mill with occasional visits to our Hub office with the option to work from home on some days. For the current period, home working can be carried out except for when responsibilities can only be carried out at the offices. The IT department maintains a strong presence and is responsible for ensuring that all services and their staff can function using technology.

The role requires a lot of collaboration, both within Involve and with external parties including Media and Technology firms, Governance and Health Authorities. Candidates must possess great organisational skills and the ability to scale up/down tasks when deadlines change. A great knowledge of the IT industry with a keen interest in emerging practices and technologies is a must.

Key tasks and responsibilities

- Handling Tier 1 level support to all members of staff and escalating when required. This includes computer, mobile phone, desk phone, network, server, hardware and software related issues.
- Troubleshooting platforms such as Microsoft Office, Databases, HR, Transport software, Resource Management software, Remote Desktop, Browsers, Video Call software and MDM.
- Procurement of new hardware and software licenses and liaising with the Finance department.
- Refining the digital strategy and assisting with social media and website channels including media creation
- Creating reports on the phone system to assist with funding pitches and decision making
- Maintaining a strong data governance standard and educating staff on practices
- Site visits to support staff and equipment where needed including company events

Skills and Experience required for the job:

Essential

- MS Office 365 Administration
- MS Office Troubleshooting
- Windows 10 management including troubleshooting.
- Setting up, maintaining, and troubleshooting networked devices including laptops, mobile and desk phones including end user accounts.

Desirable

- Windows Server and A/D
- VOIP phone management
- MDM software
- iOS & Android Devices
- VPN's
- Firewalls
- HSCN Network
- Setting up peripheral devices
- Server backups
- Adobe Creative Cloud – including video and image editing
- NHS Mail
- Malware and corporate security

- Ordering products
- In depth GDPR knowledge
- Experience of EMIS, Vision 360, Vision Anywhere and Docman
- Safe working practices and guiding colleagues when asked these questions.
- Zoom, MS Teams and Webex
- Website editing
- Social media management
- Database management
- Ticketing systems
- Printers and MFD's
- Onboarding / Offboarding staff
- ID Card creation
- Experience of the non-profit sector
- Experience of working within or alongside public bodies such as KCC, MBC and the NHS
- Experience of SAGE

Job Types: Part-time, Permanent

Salary: £21,000.00 per year

Schedule:

- Monday to Friday