

GuildCare[♥]	GUILD CARE JOB DESCRIPTION
Job Title	Senior IT Support Technician
Unit	Head Office
Responsible To	IT Manager
Responsible For	n/a
Salary	£32,426.24 - £35,046.54
Hours of Work	35 hrs

Job Requirements	
Essential	✓ Relevant experience working in an IT support role, including first and second line support ✓ Strong troubleshooting skills across hardware, software, networks, servers, Microsoft 365, telephony systems and end-user devices ✓ Ability to prioritise workload, support service desk activity and escalate issues appropriately ✓ Excellent communication skills, with the ability to explain technical information clearly to non-technical colleagues ✓ Ability to work evenings and weekends, sometimes with little advanced notice, to minimise disruption to services ✓ Ability to work primarily on site, based at Head Office, with travel to other Guild Care sites when required ✓ Full UK driving licence and the ability to travel between Guild Care sites when required ✓ The post holder must be able to provide a satisfactory Disclosure and Barring Check
Desirable	✓ Relevant IT qualification or professional certification, such as Microsoft 365 Fundamentals, Microsoft Endpoint Administrator, ITIL Foundation, CompTIA A+, Network+ or Security+, or a relevant vendor-specific networking, server, telephony or security certification ✓ Experience supporting, mentoring or coaching other IT staff members ✓ Experience with Microsoft 365 administration, Active Directory, endpoint management, IT security, network and server infrastructure, telephony or backup systems ✓ Experience working in a multi-site organisation or care, charity, public sector or regulated environment

Job Purpose

The Senior IT Support Technician provides high-quality first and second line technical support for staff, volunteers and Trustees across all Guild Care sites, while acting as a senior escalation point for support queries and helping to resolve more complex technical issues.

The role supports the configuration, maintenance and deployment of systems and equipment, assists with IT security controls, and helps maintain reliable, secure and effective IT services across the organisation.

The post holder supports the IT Manager in the delivery, improvement and continuity of IT services within Guild Care, including providing technical guidance, mentoring other IT staff members and contributing to IT projects, documentation, processes and service improvements.

Key Skills

- Strong technical troubleshooting skills with the ability to work calmly and effectively under pressure across a multi-site environment.
- Ability to manage and prioritise service desk workload, taking ownership of more complex incidents and escalating issues appropriately.
- Good understanding of IT security principles, including access control, safe system use, incident escalation and confidentiality.
- Clear communication skills, with the ability to explain technical issues and guidance to non-technical colleagues.
- Ability to support, coach and mentor other IT staff members through knowledge sharing and practical technical guidance.
- Strong organisational skills, including accurate record keeping, documentation, asset tracking and follow-up of support actions.

Main Duties

- **Service desk and technical support**
 - Provide first and second line support, taking ownership of more complex incidents and service requests and ensuring issues are resolved or escalated in a timely and appropriate manner.
 - Support the day-to-day coordination of IT service desk activity, helping to prioritise requests, monitor progress and maintain clear communication with users.
 - Ensure all support work is logged, updated and closed accurately using the IT service desk system, with appropriate notes, actions and resolutions recorded.
 - Diagnose and resolve hardware, software, network, server, telephony, mobile device, Microsoft 365 and user account issues.
 - Act as a point of escalation for IT support queries, supporting the resolution of more complex technical issues and escalating to the IT Manager or third parties where required.
- **Systems, infrastructure and equipment**
 - Install, configure, deploy and maintain IT equipment, including endpoint devices, printers, network equipment, server infrastructure, telephony equipment and associated peripherals.
 - Carry out regular maintenance, checks and updates on IT hardware and systems.
 - Support the maintenance, monitoring and troubleshooting of network and server infrastructure, escalating issues where specialist support or third-party involvement is required.
 - Support the administration, configuration and troubleshooting of telephony systems, including handsets, extensions, call routing and associated user changes.
- **Security, access and administration**
 - Support IT security activity, including applying agreed controls, assisting with security investigations, promoting safe system use and escalating suspected security incidents in line with Guild Care procedures.
 - Support user onboarding and offboarding processes, including the administration of user accounts, permissions, mailboxes, groups, shared resources and access requests across Guild Care systems.
 - Assist with the management of IT assets, ensuring equipment records, allocations, returns and disposal information are accurate and kept up to date.
- **Team support, projects and documentation**
 - Provide technical guidance, coaching and mentoring to other IT staff members, helping to share knowledge, improve consistency and develop team capability.
 - Contribute to IT projects, system changes, upgrades, migrations and improvement activities, completing assigned tasks and supporting testing, rollout and communication.
 - Create, maintain and publish support documentation, technical notes and user guidance to improve consistency, reduce repeat issues and support end-user self-service.
 - Provide end-user training and coaching on an individual or group basis, helping colleagues use systems safely, effectively and confidently.
- **Communication, site work and general responsibilities**

- Maintain excellent communication with technical and non-technical colleagues at all levels, providing clear updates and managing expectations professionally.
- Travel between Guild Care sites when required to provide technical support, complete installations, investigate incidents or assist with planned project work.
- Work within relevant legislation, policies and procedures, including information security, data protection, confidentiality, and health and safety requirements.
- Maintain strict confidentiality with respect to any information obtained during day-to-day activities.
- Undertake other duties not specifically stated which may, from time to time, be necessary without altering the nature or level of responsibility.

BELIEF Values

Guild Care has adopted the following BELIEF values which underpin everything we do. These values are important to us and are discussed as part of our performance management conversations.

BELIEF Values	
Brave	✓ Courageous ✓ Passionate ✓ Empowered
Engaging	✓ Straightforward ✓ Authentic ✓ Present
Loving	✓ Genuine ✓ Caring ✓ Interested
Integrity	✓ Respectful ✓ Accountable ✓ Trustworthy
Everyone matters	✓ Considerate ✓ Attentive ✓ Appreciative
Free to be me	✓ Playing to strengths ✓ Supportive ✓ Vulnerable

Health and Safety

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

- Take reasonable care of yourself and others at work
- Co-operate with Guild Care to ensure the laws relating to health and safety are not broken
- Report any problems or concerns about health and safety to the manager in the area in which you are working

Equal Opportunities

Guild Care is committed to anti-discriminatory policies and practices, and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Confidentiality

The post holder is required to observe strict and complete confidentiality regarding information obtained during their duties.

Scope of Job Description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Signature	
Name	
Date	