IT Officer

£24,308

Full-time: 36.66 hours
Permanent contract
Based: Trafford Ecology Park, Lake Road, Trafford Park, Manchester, M17 1TU
with Travel across North West where required

Closing date: 12pm Noon 31st January
Interviews: 7th February 2025

Ready to take the next step in your IT career?

Groundwork is an environmental charity dedicated to transforming places and improving lives. We're seeking an enthusiastic IT Officer to join our team and provide essential support across our offices in the North West of England.

This is an exciting, fast-paced role where you'll play a key part in delivering vital IT services. As part of a small, dedicated team, you'll provide phone and face-to-face support, offering advice and solving problems for our staff and volunteers. You will be responsible for ensuring the smooth operation of our IT systems, ensuring that colleagues have access to the tools they need and can make the most of our hardware and software.

At Groundwork, we believe in investing in our people. We offer a supportive, ethical working environment and encourage continuous personal and professional development. Along with your technical expertise in IT, you'll need to have excellent communication and customer service skills to provide outstanding support to our diverse team.

If you share our values, vision, and passion for making a difference, and are eager to develop your career with an organisation that cares about people and the planet, we'd love to hear from you

If you would like an informal discussion about this post please contact:

recruitment@groundwork.org.uk

How to apply

To request an application pack please email: recruitment.clm@groundwork.org.uk or telephone 01942 821 444. Alternatively, please visit the Careers section of our website: www.groundwork.org.uk to download our Job Application, Declaration of Convictions and Equal Opportunities Monitoring forms.

Please email your completed forms to: recruitment.clm@groundwork.org.uk or send by post to Groundwork, 74-80 Hallgate, Wigan, WN1 1HP by the closing date.

Job Description

Job Title:	**IT Officer**
Service:	Support Services
Hours of work:	Full time - 36.66 hours per week
Pattern of work:	9.00 am to 5.00 pm Monday to Friday (includes 30 mins for unpaid lunch break) with some weekend working required. Option for flexible start and finish times to be agreed with line manager
Office base:	Trafford Ecology Park, Lake Road, Trafford Park, Manchester, M17 1TU.
Work locations:	Travel across North West where required
Salary:	£24,308
Reporting to:	IT Manager
Responsible for:	Not applicable
Type of Contract:	Permanent
Benefits	Auto Enrolment Pension Scheme Annual Holidays - 25 days + Public Holidays Flexible working arrangements, depending on the needs of the role Employee Assistance Programme Appropriate training and refresher courses

Background

1.Groundwork Greater Manchester in collaboration with Groundwork Cheshire, Lancashire and Merseyside are looking for IT Officers to provide IT support across the North West of England.

2.You will be responsible for maintaining and troubleshooting the Groundwork systems in conjunction with the IT Manager. You will work on a ticket-based system to meet SLAs and provide detailed testing / escalation notes where relevant. Providing day to day technical support to Trust staff, volunteers and board members.

3.For more information about the organisation, service or project please see https://www.groundwork.org.uk/hubs/greatermanchester/

Scope of the Role

1The IT Support role is responsible for ensuring the smooth operation and maintenance of all IT and communication systems across the organisation. This includes providing technical support, troubleshooting, and ensuring that staff and volunteers have access to the tools and resources they need to perform their duties effectively.

2The role also involves regular visits to all North-West locations to check hardware, address IT-related issues, and provide on-site support as required.

3This is a dynamic role that requires strong problem-solving skills, proactive communication, and the ability to work independently while adhering to organisational standards and procedures.

Main Duties & Responsibilities

- Provide telephone and face-to-face IT support to staff and volunteers.
- Proactively resolve user issues and keep users updated on ticket progress.
- Escalate unresolved issues to 2nd line or higher support when needed.
- Support remote workers and troubleshoot remote access issues.
- Log and document support requests accurately.
- Manage IT inventory and assist with asset tracking.
- Offer application support and deliver training on systems to staff and volunteers.
- Install, configure, and maintain hardware, software, and new equipment (e.g. printers, computers).
- Assist with software updates, patches, and general maintenance of IT systems.
- Help maintain network security by monitoring activity and reviewing event logs.
- Manage user accounts, permissions, and passwords on servers.
- Set up user workstations and assist with onboarding.
- Conduct general maintenance, repairs, and upgrades to IT equipment.
- Provide support and development for Power Platform applications to improve business processes.

Organisational Responsibilities

1.**Investors in People** - Groundwork Greater Manchester is committed to maintaining its Investor in People (IIP) status and you are expected to support the ongoing development of IIP.

2.**Health & Safety** - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.

3.**Equal Opportunities & Diversity** - Groundwork Greater Manchester strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.

4.**Data Protection** - Groundwork Greater Manchester endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.

5.**Personal Development** - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.

6.**Corporate Training** - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

7.**Policies & Procedures** – All staff are expected to make sure they are familiar with the Trust's policies and procedures and uphold them at all times.

Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

Person Specification

Assessment Key:A (application form), I (interview),P (presentation), E (exercise), R (role play)

	Essential (E) Desirable (D)		Assessment Method
Education, Training & Qualifications			
Completion of further education or a relevant apprenticeship to a good standard.	E		A
Degree or degree equivalent qualifications.		D	A
Driving licence or commitment to attain driving licence within 6 months of appointment.	E		A
Experience			
Experience in 1st Line IT support.		D	A
Experience with supporting people over the phone and in person.		D	A / I
Experience of ticket management systems		D	A / I
Knowledge			
Knowledge of Windows OS 10 & 11 & Microsoft Office	E		A / I
Knowledge of Microsoft 365		D	A / I
Knowledge of Microsoft Windows Server		D	A / I
Knowledge Of Power Platform		D	A / I
Knowledge of Smart Phone technology (Samsung/iPhone)	E		A / I
Knowledge of Networks – switches, firewalls, wireless, external connectivity, etc	E		A / I
Skills and Abilities			
Excellent troubleshooting and problem-solving skills.	E		A / I
Excellent communication skills – written and oral.	E		A / I
Ability to support colleagues to resolve issues remotely by phone.		D	A / I
Ability to manage a variety of different systems & platforms across different networks.	E		A / I
Ability to respond flexibly to urgent events.		D	A / I
Personal Qualities and Commitments			
A commitment to understand and follow all GGM Policies & Procedures in all work practices.	E		A / I
A demonstrable commitment to the aims and objectives of Groundwork, ensuring awareness of the up to date Mission and Vision Statements.	E		A / I
Willingness and ability to support the business and colleagues out of hours, including occasional evenings and weekends, as and when the role requires.	E		A / I
Ability to attend departmental/trust meetings/training events as and when required.	E		A / I
Access to and use of own transport to fulfil the needs of the role with class 1 business use insurance.	E		A / I

Note to applicant:
Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any special requirements.

Employee: (name in caps)	**Employee: (signature)**	**Date: (signed)**