

Chest Heart & Stroke Scotland

IT Assistant

Job Description



Position:	IT Assistant
Location:	CHSS Head Office, Edinburgh
Responsible to:	IT Manager
Contacts: (internal)	All members of staff and all departments
Contacts: (external)	Computer suppliers

Main purpose of job:

Chest Heart & Stroke Scotland improves the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice and information and support in the community.

The main purpose of the post of IT Assistant is to assist the IT Administrators and the IT Managers with the management of the Charity's Information Technology and Communication requirements. This will include providing clear First Line technical and support on the telephone, in writing and in person to all IT users in the organisation.

Key responsibilities:

- Provide clear support on the telephone, in writing and in person to non-technical clients
- Answer, respond and prioritise calls on the Help Desk Management System
- Maintain software and hardware in the network, including the configuration, installation and maintenance of computers and laptops
- Providing first Line technical assistance and user support across the organisation
- To participate in the CHSS appraisal and support & development process
- To comply fully with CHSS policies and procedures
- To attend training sessions and other activities as required
- To undertake any other duties as directed by your line manager

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Chest Heart & Stroke Scotland

IT Assistant

Person Specification



	Essential	Desirable
Education & Knowledge	<p>HNC or equivalent in IT an related discipline</p> <p>Working knowledge of latest Microsoft products</p>	
Previous Experience	<p>Previous work experience</p> <p>Helpdesk / Desktop support experience</p> <p>Dealing with customer enquiries</p>	<p>Previous IT work experience</p>
Aptitudes, Skills & Abilities	<p>Good communication skills and telephone manner</p> <p>Ability to work as part of a team</p> <p>Good organisational skills</p> <p>Ability to work independently</p> <p>Skilled in the use of Microsoft Office</p> <p>Skilled in the use of different Operating Systems</p> <p>Customer care skills</p>	<p>Skilled in the use of Windows Networking</p> <p>Troubleshooting Hardware & Software problem solving</p>
Values / Attitudes	<p>Commitment to ethos of the voluntary sector</p> <p>Willingness to work flexibly</p>	

Chest Heart & Stroke Scotland

IT Assistant

Further Details



Chest Heart & Stroke Scotland comprises several departments: Finance including Accounting, IT and HR, Administration, Public Relations, Fundraising, Advice and Support and Community Services. The Finance Department is actively involved with all other departments.

Summary of Terms and Conditions of Employment

- Location:** This post is based within the CHSS Head Office, Rosebery House, 9 Haymarket Terrace, Edinburgh, EH12 5EZ.
- Term:** Permanent
- Salary:** On a scale of £17,130 - £20,901 per annum
Grade 5, NJC Scale Points 15 - 23
New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.
- Hours of work:** 32.5 hours from 9.00 a.m. – 4.30 p.m. Monday to Friday
Flexible working under a system of managed time may be required.
- Review of Work:** The postholder is subject to the CHSS objective setting, supervision and appraisal process.
- Annual Leave:** 24-30 days per annum, dependent on length of service, plus 12 public and local holidays.
- Pension scheme:** CHSS operates a contributory Group Personal Pension scheme, which all employees are eligible to join; contributions are on an age-related scale of 1% to 5%. There are also schemes which provides death-in-service benefit and permanent health insurance.
- Equal opportunities:** CHSS is committed to equality of opportunity and to non discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.
- Closing date for applications:** **12noon on Friday 17 February 2012**
- Date for Interview:** **w/c 27 February 2012**