**IT Support Engineer**

Dear Applicant

Thank you for your interest in the above post. The job information pack contains the following information:

* Job description and person specification
* Guidance Notes
* Information about working for Quakers in Britain
* Equality & Diversity information

You must ensure that you address all the criteria set out in the person specification for the post.

The personal information that you have supplied will only be used for recruitment and selection purposes. You should refer to the Privacy Notice on our website, which sets out how BYM will deal with the personal and sensitive data you have provided in your application form and supporting information.

We would be grateful if you could also complete the online Equality and Diversity Monitoring Form. The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. The information you provide will help us to monitor and refine our employment practice and respond to the needs of the diverse range of people that our organisation comes in to contact with. The personal data provided will be kept securely by HR and will not be shared with any member of the selection panel.

We do not accept CVs as a method of application for our vacancies, but you can attach your CV to the online application form if you wish. The **closing date is 3 May 2019** and **interviews** will be held on **13 May 2019.**

Due to the high volume of applications we receive, we do not send individual acknowledgement of applications. We will only contact candidates who have been shortlisted for an interview. If you do not hear from us within two to three weeks of the closing date, your application has not been successful on this occasion. Your application form and supporting details will be kept as legally required for six months in case of a dispute, and thereafter will be destroyed.

Thank you for your interest in the post, we look forward to receiving your application.

**Job Description**

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| **JOB TITLE:** IT Support Engineer (1st/2nd line)  **REPORTING TO**: IT Manager  **RESPONSIBLE FOR**: n/a  **DEPARTMENT**: IT  **DATE**: January 2019 |

**The Department**

The IT department is responsible for supporting and maintaining BYM’s IT systems and for providing efficient desktop support to all BYM users. The department is responsible for resolving any IT-related faults quickly and efficiently, including a broad range of queries from how to reset Skype for Business passwords to system diagnostics.

**Job Purpose**

The IT Support Engineer will provide effective IT assistance across all aspects of the organisation and will provide back-up and support to the Senior Infrastructure Engineer. The position is responsible for supporting and maintaining the Microsoft Servers and Desktop operating systems, telephone system Skype for Business and Office 365 environment, plus general maintenance of all IT-related hardware/software.

**Key Accountabilities & main tasks**:

* To provide 1st, and 2nd line technical support queries professionally and efficiently, maintaining a high degree of customer service
* To ensure that all SLA’s are met
* To work effectively and productively with 3rd line support and external support provider
* To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site
* To document all calls on the call logging system
* To maintain user security on all systems
* Supporting users in the use of computer equipment by providing necessary training and advice
* Prioritising and managing workload effectively, managing several open incidents/problems and mini projects simultaneously
* Diagnosing and resolving technical issues
* Escalating IT issues to the Senior Infrastructure Engineer where necessary
* Responsible for managing backups onsite and in the cloud
* Providing desktop and server support
* Supporting and maintaining MS Server/Desktops
* Setting up and configuring new laptops and desktops
* Installing authorised software to laptops and desktops
* Antivirus installation to all desktops and laptops
* Patching of network and phones
* Setting up new users and disabling expired accounts in accordance with HR/Manager requirements
* Providing support for MAC PCs
* Providing assistance as required to the IT Manager & Senior Infrastructure engineer
* Providing assistance and support to colleagues in IT-related matters
* Keep abreast of developments in the IT industry and how they could be applied to Quakers.
* Ensuring that a high level of customer service and support is provided to all internal and external customers
* Additional responsibilities as requested by the IT Manager

**Intellectual Demands**

The post holder must have:

* A strong knowledge and experience of maintaining and configuring IT systems to resolve technical problems in a methodical and logical manner, using a process of elimination.
* Research skills and initiative to troubleshoot for technical solutions on the internet and through other sources.
* A strong technical aptitude, the ability to listen carefully and analyse operational needs, and to communicate complex issues with clarity and relevant focus, to support decision-making.
* Attention to detail and ability to plan ahead and maintain a methodical and accurate record of faults and solutions is essential, so that lessons are learned and forthcoming tasks and risks are carefully anticipated.
* The ability to communicate technical issues to non-technical staff both in person and in writing, is essential, as is a calm and reassuring manner with colleagues at all levels.
* A strong sense of discretion and confidentiality required.

**Judgements**

* The post-holder will often make decisions, sometimes mission-critical, in the absence of the IT Manager & Senior Infrastructure Engineer
* The post-holder will be expected to prioritise jobs to minimise disruption to the organisation.
* The post-holder will be expected to be an excellent problem solver and demonstrate good judgement in balancing quality versus risk when implementing changes and configuring systems.

**Use of Resources**

* The post holder will be allowed to purchase software/hardware under £1,500.

**Communications**

Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to colleagues, contractors and visitors.

**Internal (80%)**

Provide IT support and advice to all staff at BYM at every level of the organisation

**External (20%)**

Primary contacts include external suppliers when purchasing hardware/software and support for technical issues and upgrades. Liaison with IT service providers with the right level of technical detail to commission the best possible technical solutions and support for the organisation. Provide ad hoc advice to Quakers about using their own IT equipment.

**Physical Demands & Co-ordination:**

The roles involves moving and manual handling of heavy equipment.

**Working Conditions and Emotional Demands**

* The post is office based and involves working under pressure in terms of both responding to telephone calls and emails throughout the working day, as well as handling complaints.
* The post holder would be expected to respond, if needed, by phone or email to occasional out of hours issues such as system failures.
* Ability to be flexible in working hours, including availability to work some evenings and weekends by arrangement

**OTHER RESPONSIBILITIES:**

* Responsible for ensuring that Britain Yearly Meeting’s Equality Policy is adhered to in all aspects of the role.
* Responsible for ensuring that Britain Yearly Meeting’s Health & Safety Policy is adhered to at all times.
* Responsible for ensuring that Britain Yearly Meeting’s commitment to sustainability is adhered to in all aspects of the role.
* Responsible for ensuring that Britain Yearly Meeting’s Cloud Services, IT Access & Information Security and Acceptable Use policies is adhered to at all times.
* To undertake duties and responsibilities commensurate with the post.

**BRITAIN YEARLY MEETING**

**PERSON SPECIFICATION**

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| **Job Title:** IT Support Engineer (1st/2nd line)  **Department:** IT  **Date:** January 2019 |

**ESSENTIAL KNOWLEDGE**

* Knowledge of and sympathy with Quaker values.
* Proven understanding and experience of running office IT systems.
* Strong knowledge of Microsoft based operating systems with emphasis on Windows 10 and MS Server 2008 / 2012/ 2016
* Strong knowledge of Skype for Business
* Knowledge of networking and network troubleshooting (LAN, WAN, VPN, DSL routers etc.).
* Knowledge of deploying and troubleshooting / maintenance of hardware (PCs, printers etc.).

**ESSENTIAL QUALIFICATIONS**

* Degree level qualification or appropriate experience in a relevant subject

**ESSENTIAL EXPERIENCE**

* Demonstrable IT support experience (Windows 10, Office 2016, Office 365, Windows 2008/2012/2016 server).
* Experience of delivering technical support to non-technical customers.
* Previous experience of IT support at 1st and 2nd line level.

**ESSENTIAL SKILLS**

* Active Directory user and computer administration
* Experience of Microsoft Servers (2016, 2008, 2012, SQL 2012)
* Experience administrating Office 365
* Experience troubleshooting MS Office 2016
* Good organisational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision, and able to work as part of a team.
* Ability to remain calm in sometimes stressful and busy situations.
* Ability to meet deadlines and manage stress effectively in high-pressure situations.
* Good interpersonal skills with a focus on relationship building, listening and questioning skills.
* The ability to communicate technical issues to non-technical staff both in person and in writing, as is a calm and reassuring manner with colleagues at all levels.
* Ability to deal with difficult people.
* Ability to adapt to an ever-changing environment.
* Good spoken and written English, articulate.
* Organised with good attention to detail
* Excellent telephone manner
* Exceptional Customer Service skills
* Exceptional Incident Management skills with the ability to identify root cause and apply solutions to resolve
* Exceptional Problem Management skills, able to investigate trends, to apply a methodical approach to identify root cause and suggestions for solution
* Excellent ability to transfer knowledge within a team

**DESIRABLES**

* Awareness of ITIL processes
* Knowledge of cloud technologies & implementations
* Microsoft technical qualifications
* Knowledge of Sophos Anti-Virus & Firewall
* Remote Access tools such as Log Me In or Desktop Central

**Guidance Notes**

**PLEASE READ THESE NOTES BEFORE COMPLETING THE APPLICATION FORM**

These notes have been designed to assist you by providing information about BYM’s recruitment process.

**Preparation**

You should spend time reviewing your skills, achievements and experience, identifying those that are relevant to the job.

**Making your Application - Job Details**

You should read the job description, person specification, advert and any background information so you know what the job involves. Think about why you are interested working for the Religious Society of Friends (Quakers in Britain), the post and how your knowledge, skills and experience (paid or non-paid) would enable you to be effective in the role.

**Supporting Statement**

You should write a supporting statement setting out the reasons why you think you are suitable for the post. **You must address each item on the person specification.**  You should highlight the experience, skills, achievements that you would bring to the post including, those that you have gained through previous employment, voluntary work or any other relevant experience.

**Accuracy of Information**

The information that you provide to the Religious Society of Friends, both on your application form and at interview must be accurate. If we discover that any information provided is inaccurate, an offer of employment may be withdrawn. Where an appointment has been made, we may take disciplinary action up to and including dismissal.

**Data Protection**

You should be aware that information contained in or derived from your application may be retained in both manual and computerised form for the purpose of recruitment administration, the production of depersonalised statistical data relevant to recruitment, or equality issues and on appointment, personnel, payroll and pensions administration.

If your application is unsuccessful your application form will be retained for a maximum period of six-months.

We will not share your information with any other organisation unless required to do so by law.

**Equality & Diversity**

**QUAKER FAITH & PRACTICE 23.36**

'At the Centre of Friends’ religious experience is the repeatedly and consistently expressed belief in the fundamental equality of all members of the human race. Our common humanity transcends our differences...We aspire not to say or to do anything or condone any statements or actions which imply lack of respect for the humanity of any person.' (Meeting for Sufferings, 1988)

The Religious Society of Friends (Quakers) is committed to equality. In order to monitor our commitment to equality we ask applicants for posts to complete our equality monitoring form. The information provided is treated in the strictest confidence and is detached prior to shortlisting. The forms are retained by HR and the panel do not have sight of them.

**Appointment Process**

After the closing date is passed, the recruiting manager and the interview panel shortlist applicants who demonstrated that they meet the essential criteria set out in the person specification. Only candidates shortlisted are invited for interview. If you do not hear from us within two weeks of the closing date your application has been unsuccessful.

Normally applications received after the closing date are not considered

**Interview**

If you are shortlisted for interview you will be invited to a selection process. All interviews are conducted by a panel of two or more including the recruiting manager. If there are any special arrangements associated with the selection process e.g. tests or presentations, you will be informed accordingly.

**Disability**

If you are an applicant with a disability and have any specific needs, adjustments that you would like us to make or queries please contact HR on 020 7663 1111/1110.

**Interview Outcome**

If you are invited to attend an interview/and or selection process you will be informed either verbally or in writing of the outcome. The successful candidate will have the decision confirmed in writing as an offer of employment. The unsuccessful candidate is offered the opportunity for feedback.

**References**

On the application form you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you were a student one of your referees should be from a tutor. We only contact referees with your permission after an offer of employment has been made.

All offers of employment are conditional upon the receipt of references that are satisfactory to BYM, verification of right to work in the UK, medical health clearance, and where applicable verification of qualifications and Disclosure and Barring Service.

**Right to Work in the UK**

Under Immigration Act 2014, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are offered employment by the Religious Society of Friends (Quakers) you will be required to produce an official document confirming that you are entitled to live and work in the UK, e.g. passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

**Queries**

If you require further information or wish to raise any matters with regard the appointment process, please contact HR on 020 7663 1111/1110.

**Complaints**

Applicants for posts within the Religious Society of Friends (Quakers) have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. If you feel that this is the case you should contact Ric Moore, Head of HR & Training, on 020 7663 1111 (direct line) or by email: [ricm@quaker.org.uk](mailto:ricm@quaker.org.uk)

**Working for Quakers in Britain**

Britain Yearly Meeting, is a national charity employing around 200 people. Its purpose is to work for, with and on behalf of Quakers in Britain.

**About our organisation**

Quakers is the name often used for the Religious Society of Friends. Although we have our roots in Christianity, we also find meaning and value in the teachings and insights of other faiths and traditions.

In Britain there are about 20,000 Quakers. We have 500 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting (BYM).

Britain Yearly Meeting (BYM) is a charity, formally known as 'Britain Yearly Meeting of the Religious Society of Friends'. The trustees are appointed by and accountable to British Quakers; and because this work is done for and on behalf of Quakers from the whole of Britain, the work we do is known as ‘centrally-managed work’.

**A Quaker workplace**

We aim for our workplace to be consistent with Quaker values - broadly the same as most well-run progressive organisations. For example:

* We expect staff to respect each person regardless of age, race, religion, gender, transgender status, sex, sexual orientation, disability, marital or civil partnership status
* We avoid unjustifiable and unlawful discrimination in our employment practices
* We follow good employment practice, with clear and supportive line management
* We have a 1:4 ratio between the lowest and highest salaries
* We aim to be open and honest in all our work
* We avoid titles such as ‘Mrs.’ or ‘Mr’.

Very few jobs with BYM are restricted to Quakers, although about 1/3 of the staff are Quakers or linked to Quakers in some way.

**About Quakers**

The Quaker way is based on silent worship, as a way to help people connect directly to God. Quakerism began in Britain in the 17th Century. Its roots are in radical Christianity, although today not all Quakers call themselves Christian.

Quakers share a way of life rather than a set of beliefs. We seek to experience God directly, within ourselves and in our relationships with others and the world around us.

Quakers are ordinary people, who try to live their values they can. This leads many Quakers to work for a better world. Values that are important to us include truth and integrity; simplicity; equality; peace; and sustainability.

You do not need to be a Quaker to worship with us at one of our meetings.

You can find out more:

• From our website - www.quaker.org.uk

• By reading `Advice and Queries’ which is an introduction to Quaker belief (<http://qfp.quaker.org.uk/>)

• By visiting the Quaker Centre at Friends House, which has leaflets and books, and volunteers who can answer questions

• Or ask for a free information pack – [www.quaker.org.uk/more-information](http://www.quaker.org.uk/more-information)