

## Raystede Centre for Animal Welfare



### Job Description

<b>Job Title:</b>	IT Support Administrator
<b>Responsible to:</b>	IT Manager
<b>Location:</b>	Raystede Centre for Animal Welfare, Ringmer, BN8 5AJ
<b>Grade:</b>	C.1

#### **Background information**

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The IT Manager was taken on in 2019 to manage and modernise the IT systems at Raystede, taking over from an outside provider. Since then the charity has grown considerably with the employed headcount nearly doubling and several retail premises being opened, with the expansion comes a necessity for the IT Manager to look at more strategic goals and so an opportunity for a new member of staff to work with them to help run the day to day operations has arisen.

#### **Main Purpose of the role:**

To carry out day to day IT tasks as required and assist the IT Manager with projects as needed.

#### **Key Tasks**

- Monitor backups and other automated processes to ensure they are running effectively and troubleshoot if not
- Provide feedback and suggestions on improvements that can be made to IT systems and processes
- Provide both on site and remote IT support to staff and volunteers, this includes visits to retail premises and / or the Warehouse and Peaceways
- Assist the IT Manager in maintaining the IT infrastructure across the organisation
- Carry out upgrades to existing systems as part of the IT refresh schedule
- Roll out new hardware and software as necessary
- Assist with or carry out IT projects as required
- Training of staff on IT systems including creating and updating documentation that staff can access when needing assistance
- Maintaining internal documentation and process information for the IT department

- Monitoring and resolving potential security threats through management tools
- Keeping IT systems patched and up to date
- Keeping active directory and cloud technology accounts up to date
- Carry out periodic servicing of IT hardware
- Assist retail and online selling departments with identification and classification of donated goods
- Provide first line support cover out hours when required for key tasks during annual leave absence of IT Manager

#### General

- At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

#### Key Working Relationships

Work with all departments and staff in both assisting with their IT needs but also understanding their roles and making suggestions as to how we can change or improve IT systems to help them with their roles

Work with the Estates/facilities department to ensure any work being carried out to buildings or grounds that may affect IT systems is managed effectively

Work with outside contractors to co-ordinate work being carried out either to or affecting IT systems to ensure this is managed effectively

Working closely with the IT Manager in running, upgrading and expanding the IT systems at Raystede.

#### Scope and Accountability

<b>Decision making and limits of authority</b>	<ul style="list-style-type: none"> <li>• Make decisions over minor licensing changes for software systems</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>• No budgetary responsibilities</li> </ul>
<b>Material assets</b>	<ul style="list-style-type: none"> <li>• Responsible for ensuring we have a good stock of consumables</li> <li>• Responsible for ensuring the IT asset list is kept up to date and loan machines are present and accounted for</li> </ul>
<b>Information and communication resources</b>	<ul style="list-style-type: none"> <li>• Responsible for ensuring reliable operations of the IT, telephone and CCTV systems</li> <li>• Responsible for ensuring documentation and IT training material is kept up to date.</li> </ul>
<b>Legal, regulatory and compliance responsibility</b>	<p>Any requirement to ensure compliance (e.g. financial regulations, animal care regulations, health and safety, labour law, safeguarding)</p> <ul style="list-style-type: none"> <li>• Ensure all work carried out is as per risk assessments</li> <li>• Ensure compliance with GDPR requirements</li> </ul>

Commented [HC1]: Does GDPR need to be covered in here?

#### Person Specification

	Essential	Desirable

<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum grade C in GCSE Maths</li> <li>• A relevant qualification applicable to 1<sup>st</sup> line support or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Comptia A+ certification</li> <li>• Comptia Network+ certification</li> <li>• Knowledge of basic coding</li> <li>• Microsoft accreditations for helpdesk</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a similar role</li> <li>• Ability to create users in and manage a Microsoft 365 tenant</li> <li>• Knowledge of Microsoft Server operating systems and Active Directory</li> <li>• Basic and demonstratable knowledge of Microsoft Desktop operating systems</li> <li>• Basic and demonstratable network knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Hyper-V</li> <li>• An understanding of VLANs, Firewalls, VPN and IP routing technologies</li> <li>• Experience in an MSP type environment supporting different businesses</li> <li>• Ability to run and terminate network cables</li> <li>• Knowledge of IP CCTV systems</li> <li>• Knowledge of smart automations systems and / or Home Assistant</li> <li>• Previous experience using Ubiquiti UniFi technologies</li> <li>• Knowledge and understanding of VOIP technologies 3CX preferred</li> <li>• Experience of PFSense / OPNSense</li> </ul>
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to think, work and act under pressure</li> <li>• Good communications skills with the ability to communicate sometimes complex technical information in an easily understandable and non-technical manner</li> <li>• The ability to critically look at a problem and find a solution outside of the obvious</li> </ul>	<ul style="list-style-type: none"> <li>• A willingness to get involved in assisting with the manual side of IT whether using power tools to drill holes or running cables</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to equality, diversity and inclusion and understanding of how it applies to own role</li> <li>• Empathy and interest in animals and their welfare</li> <li>• Resilience and confidence in high pressure situations</li> <li>• A willingness to learn and improve your skillset using your own initiative.</li> </ul>	
<b>Other</b>	<p><b>Must be able to drive and have use of own car.</b></p> <p><b>Must be happy to occasionally work irregular hours where critical systems require maintenance or if an outage occurs</b></p>	

**Commented [HC2]:** Do they need GDPR knowledge or the ability to learn about it?

**Commented [DB3R2]:** Ability to learn about it. All new starters complete the IHASCO GDPR course