Role Profile

because you matter

St Nicholas Hospice Care
A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Data & IT Support Analyst
Reports to	IT Manager
Responsible for	No direct line reports
Location	Whilst your normal place of work is Hardwick Lane, opportunities for home working may be possible. Under normal circumstances you may also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

What the job involves

IT SUPPORT

- Provide hands on support and guidance to end users, including patients, volunteers and members of the public accessing our systems or services, as required.

- Collaborate with the IT Manager to troubleshoot, maintain, upgrade and improve the IT estate across the organisation, ensuring assets and accessories are secure, up to date and appropriate for user requirements.

- Collaborate across departments to support the implementation and maintenance of various software and IT projects, including upgrades, testing and compatibility with associated hardware and software etc.

- Support the Helpdesk function where required, including ticket handling (triage & allocation) and first line/deskside support.

- Provide reporting and dashboarding insight into SLAs, ticket handling, queries by category, usage reports and adoption of systems such as Office 365, etc.

- Make recommendations for improvements to the IT service offering based on end user feedback, analysis of Helpdesk tickets, issues and incidents, etc.

- Manage the organisation's mobile device estate, including equipment requests, contracts, device research and recommendations, MDM, asset records and returns, etc.
- Support and improve the integration and use of systems across the organisation.

DATA & ANALYTICS

- Understand the organisational reporting requirements, implementing solutions to meet them.

- Work with staff to ensure that information provided is useful, clear and supports informed decision making.

- Support colleagues to use information reporting tools themselves, including writing and providing training materials, and using a variety of methods to deliver training to users.

- Work towards simple, self-service data offerings wherever possible, supporting users to update and run existing reports, avoiding complex solutions that require in depth technical knowledge to manage.

- Identify data capture requirements for new and existing activities and systems, so that information can be collected, evaluated and reported on.

- Ensure high level of accuracy and quality of data that is in use.

- Respond to ad hoc reporting requests as required.

OVERALL

- Comply with all information governance, compliance and audit requirements, including the General Data Protection Regulations.

- Other tasks and responsibilities as we may reasonably determine.

- Act as an ambassador for the charity and encouraging others to do the same.

- The post holder may be required to work unsocial hours subject to the requirements of the role.

St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY
T: 01284 766133   **E:** enquiries@stnh.org.uk   **www.stnicholashospice.org.uk**
St Nicholas Hospice (Suffolk)   A company limited by guarantee, registered in England No. 1748046. Registered Office as above

What we want from you

- Highly organised and dependable.

- Good at working under pressure – able to prioritise multiple requests and evolving requirements.

- Strong level of Digital literacy across a full range of devices – good understanding of PC architecture, laptops, mobile devices (including tablets), Windows and Android operating systems, networks, MS Office (including Office 365) as a minimum.

- Good communicator – Able to quickly interpret, assess and prioritise issues that are being reported. Able to clearly explain technical matters to non-technical people.

- Strong team player – willing to take ownership of issues and work with others to achieve positive outcomes for the department and organisation as a whole.

- Supportive approach to service – good understanding of customer requirements and how to meet them with the resources available.

- Able to work from home, while providing on-site support when required to our various sites or other locations in West Suffolk.

- Full current driving licence with ability and willingness to use own vehicle.

Highly desirable, but not essential:

- Competent in SQL

- Background in IT, particularly support

- Strong understanding of mobile telecoms and device management

- Keen understanding of Hospice environment/Healthcare

- Keen understanding of Charitable organisations/NFP sector

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