



Post:	IT Support and Security Analyst
Department:	ICT and Transformation
Location:	Horizon House, 18 O'Neill Rod, Newtownabbey
Reports to:	Head of ICT and Transformation
Responsible to:	Head of ICT and Transformation

About Us:

The Northern Ireland Hospice is an organisation that operates at the heart of the health economy in Northern Ireland. Our vision and purpose has never been more important and as our community reacts to social, environmental, economic and technological changes, we will continue to develop ourselves to make supporting this great charity easier.

We are committed to reaching even more supporters within the corporate and wealth communities locally and further afield – knowing that the decision to fund our work is a deeply personal commitment driven by our relationships with individuals and an affinity to the Hospice's impact on our community.

Job Summary and Purpose:

The key focus of the role will be to act as the first point of contact for all IT Support issues to all IT users in the Northern Ireland Hospice. This will include providing advice, resolving technical problems, identifying and addressing cyber security issues, resolving software and hardware issues, improving service efficiency, reviewing the effectiveness of existing systems, backing up data and recovering data in line with the disaster recovery plan.

Key Responsibilities:

- Being an integral part of the IT Helpdesk team and providing a first-class level of customer service for all IT related issues, responding to issues promptly.
- Troubleshooting, diagnosing and resolving both software and hardware issues in a timely manner.

- Installing and configuring computer hardware, software, systems, networks, printers, scanners and communications equipment.
- Planning and undertaking scheduled maintenance upgrades.
- Onboarding and off boarding IT users, ensuring new users have access to all required resources and that all equipment is returned and IT accounts closed appropriately in line with NI Hospice policy.
- Managing the IT asset register inventory for the Northern Ireland Hospice estate comprising of communications and IT equipment and managing stocks of equipment, consumables and other suppliers.
- Maintaining records of software licenses.
- Providing technical support for multiple platforms across the Northern Ireland Hospice estate.
- Communicating effectively with technical and non-technical colleagues at all levels across multiple sites in Northern Ireland.
- Monitoring and responding appropriately and promptly to any Cyber Security breaches and incidents in a timely manner, by conducting initial investigations and escalating issues in line with Cyber Security Incident plan.
- Performing regular security assessments and audits to ensure compliance with best practice recommendations, internal policies and external regulations.
- Implementing Cyber security systems and controls while ensuring staff are aware of and adhere to security policies.
- Providing security awareness training to NI Hospice staff.
- Delivering on allocated projects and seeing through to its conclusion.
- Providing ad hoc out of hours support as required.

This Job Description is not meant to be definitive and may be amended to meet the changing needs of Northern Ireland Hospice.

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Location:	Horizon House, O'Neill Road, Newtownabbey
Salary Range:	£31,456 to £36,813 per annum
Hours:	Full time, 37.5 hours per week

Essential Criteria:

- 3rd level qualification i.e. Degree (or equivalent) in computing science or related IT subject
- A minimum of 2 years' experience working in a similar IT position
- Experience in network security tools, anti-virus software and intrusion detection systems
- Familiarity with cloud security practices and tools
- Significant experience supporting Office 365
- Excellent communication and customer service skills
- Full driving license or access to transport to fulfil the obligations of the role.



OUR VISION is that infants, children and adults with life-limiting and life-threatening illness and their families receive excellent and compassionate palliative care, thereby, maximising their quality of life.

In pursuit of this vision, **OUR MISSION** is to inspire and deliver excellent and compassionate specialist palliative care via effective service models underpinned by exemplary education, innovation, and research.

Underpinning this strategy are **OUR VALUES** which we will strive to live by daily.

We believe in:

- A culture of respect and acceptance without distinction or judgement, where everyone can belong.
- Acting with courage, compassion, and integrity to add value to all that we do.
- Being pioneering, professional and accountable to deliver our very best.

"We are an equal opportunities employer, and we welcome applications from all suitably qualified persons"