



JOB ADVERT
ICT Support Worker

Initial 6 month contract full time, 37 hours a week, £24k per annum, plus pension and other benefits.

Working at the beautiful Quorn Grange Hotel site in Quorn the post holder will be first fix support and back up for the busy ICT requirements of a children's nursery, 38 bedroom hotel and charity office.

A great opportunity to get ICT working efficiently for important social purposes.

For background to the post, job description, person specification and application form please contact claire@gftu.org.uk

Only completed GFTU application forms will be considered CV's will not be accepted.

The deadline for applications is 12 noon 10th April 2017

General Federation of Trade Unions.

Educational Trust.

Job Description.

Job Title Information and Communications Technology Officer.

Place of work Quorn Grange Hotel site.

Hours of work 37 Hours per week with some flexibility according to need.

Accountability Ultimately accountable to the Trustees of the Educational Trust and the Directors of the hotel through the General Secretary.

Line Manager Operations Manager

Close working relations with Hotel General Manager, Head of Finance, Nursery Manager, General Secretary and ICT using staff.

Main Duties and responsibilities

- 1 To maintain the technical, hardware and software environment for the GFTU, Quorn Grange Hotel and Nursery.
- 2 To be 'first line' technical and user support for all aspects of IT and to be the liaison/escalation point with third parties for second and third line involvement.
- 3 To manage the back-up and Virus protection solutions as well as assisting with user re-locations where needed.
- 4 To champion the resolution of all ICT issues inhibiting the smooth working of staff or guests at Quorn Grange as well as maintain oversight of , assets, accurate systems documentation, contracts and invoicing.
- 5 To provide a liaison point between users, system specialists and third party providers and users.
- 6 To maintain and be responsible for a safe usage and working of all ICT and related equipment and services.
- 7 To maintain all ICT system and equipment documentation.
- 8 To be responsible for the creation, removal of system and application users and accounts.
- 9 To maintain all back-ups and ensures their viability; monitors virus vulnerabilities.
- 10 To performs regular diagnostics (routine reports) on systems performance
- 11 To set up and relocation of users and equipment as required
- 12 To have oversight of all installations or changes to systems hardware or software.
- 13 To be Keeper/Guardian of ICT contracts, warranties and service arrangements (eg:- host names, Office 365 etc.) and advise on the best arrangements.

Person Specification

Essential

Affinity with Technology;

Strong PC skills;

Predisposition to investigate the non-routine;

Informing & supporting others;

Organised and able to keep accurate records;

Ability to work outside the normal day on occasions.

Keenness to get the best from technology most cost effectively

Experience of integrated systems with various applications

Desirable

PC build and diagnostic background.

Experience of network systems management.

Experience of a similarly diverse range of ICT functionality as at the GFTU

General Federation of Trade Unions Education Trust

ICT Officer

Background

The General Federation of Trades Unions (GFTU) is a federation of approximately 25 Trades Unions who affiliate to share ideas, ideals and resources. In 1971 it established a charity called the Educational Trust which provide education. The charity also purchased Quorn Grange Hotel and Day nursery in 2012.

ICT equipment and services are housed and delivered from the headquarters campus at Quorn Grange where there are three buildings; Administrative Offices, Hotel and Hotel administration and a Pre-school Nursery.

The GFTU provides services to affiliates through the provision of research, education & training, financial services as well providing hotel & conference facilities. The Hotel and restaurants are also open for public and commercial business.

The GFTU group has approximately 15 desk using staff and a larger workforce managing day to day in the hotel and restaurants. All desk using staff have either a desktops or laptops assigned for use.

All desk using staff have a GFTU-based e-mail address for both internal and external communication. This is either @gftu.org.uk or @quorngrangehotel.co.uk

An IP camera security system, a telephone system and wireless access points are attached and serviced by the ICT infrastructure.

Other equipment is maintained through alternative contractual relationships and interface or connected to core equipment.

This role (IT Assistant) will be the central point within the GFTU for fault reporting and fault update as well as providing (either alone or from supplier expert instruction) - a first fix capability on site.

A tendering process for a third party maintainer is underway.

Over 2016 the GFTU experienced a virus intrusion into its network and some weaknesses in cabling and hardware. As a result there was a period of instability with the network. It is anticipated that these matters will be resolved by the time this post holder takes up post and the new maintainer is fully in place.

There are three off site homeworking computer users.

A list of relevant equipment and a copy of the tender document for the maintainers are available.

This is a good challenging job with a great team of people in diverse socially purposeful projects.

There is a good pension scheme available, access to the hotel gym is free and discounts can be obtained on rooms and meals for staff and free parking.

Inevitably there will have to be some flexibility to the allocation of the 37 hours a week.

The principal relationships will be with the Operations Manager, Hotel General Manager, Head of Finance and General Secretary.

There will be induction and support to develop this post.

The organisation is growing with expansion plans at Quorn and it is anticipated that the post would become full time permanent.

The impact of efficient ICT in this organisation benefits many aspects of many people's lives.

There is of course scope for continuous professional and technological development.