



Diocese of Westminster

Job Profile	ICT Support Technician
Department / Parish / Agency	ICT
Reporting to	Junior Systems Administrator
Cost Centre	116
Location / Address	Vaughan House, Diocese of Westminster/ Finance Office, Diocese of Southwark
Management of	n/a
Contract type	Permanent
Hours	35 hours per week, (9am-5pm Monday to Friday) with occasional evening and weekend work
Salary	£26,000 per annum
Job Reference	759-116

Job Purpose:

Under the supervision and guidance of the Systems Administrator, to provide specialist ICT support to staff and assist in the maintenance of the computer and telephone networks at Diocese of Westminster and the Diocese of Southwark.

Principle duties and responsibilities

1. Manage first line support and assist in troubleshooting advanced hardware and software problems and upgrades, by phone, email and desk-side support. Research ICT issues as requested by the ICT Manager/Systems Administrator. Train new and existing users and provide support in use of ICT equipment as required.
2. Install, maintain and move computer workstations and other ICT equipment as required. Ensure all support calls and service requests are logged and administered using the appropriate service desk software and working to any agreed Service Level Agreement and analyse solutions for monthly analysis reports. Maintain an audit of all ICT equipment as required using the in-house software application.
3. Maintain Server Rooms, switches and cabinets across the complex. Add and delete new users and manage access rights and password control within agreed security parameters. Maintain anti-virus software on Diocesan computers using web-based/enterprise server applications. Follow appropriate back-up procedures. Provide local and network printer administration. Monitor and manage stocks of materials and ensure they are kept in an orderly, safe and secure manner, cataloguing as required.
4. Undertake various database administration e.g. MS-SQL Database applications.
5. Occasional visits to parishes to support parish clergy and /or parish support staff. Also visits to other remote offices as and when required.
6. Comply with policies and procedures relating to health, safety, welfare, security, confidentiality and General Data Protection Regulation, reporting any concerns to the appropriate person. Actively support the Diocesan Equal Opportunities Policies. Contribute to the overall aims and targets of the Diocese, appreciate and support the roles of other staff of the Diocese and attend and participate in relevant meetings as required.
7. Undertake clerical/administrative duties and maintain records as required.
8. Participate in training and development activities as required.
9. This outline is not intended to be exhaustive. A flexible attitude to duties is expected, which will be varied subject to changing business needs but in keeping with the general profile of the post

Scope of job (Budgetary/resource control, impact)

The post holder is key to the smooth and efficient running of the Diocesan ICT administration and maintaining the diocesan ICT network. S/he may have responsibility for advising on purchase of ICT equipment.

Our Diocese Values

Catholic social teaching covers all aspects of life, whether economic, political, personal or spiritual. At the heart of Catholic social teaching are the four ethical values of love, truth, justice, and freedom.

We are person-centered and so we place human dignity at the heart of all that we do. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance and Love.**

Competence

We strive for excellence by continually developing the knowledge, skills, and expertise needed to best support our parishes, agencies, and schools

Reliability

We deliver consistent, high-quality service and can be trusted to fulfill our commitments, making a meaningful difference to those we serve.

Honesty

We act with integrity, fairness, and transparency. We build trust by taking responsibility for our actions, admitting mistakes, and committing to making things right.

Perseverance

We remain resilient, even in the face of challenges. We are committed to continuous improvement and show determination, tenacity, and integrity in all we do.

Love

We show our love through dedication to our parishes, agencies, and schools. We act with empathy, value one another, celebrate success, and offer care and compassion to those in need.

Person specification:

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

Experience/Suitability for the role	Essential/ Desirable
Relevant experience in a similar role	E
A desire and commitment to work for the Catholic Church	E
Experience working within a faith-based, non-profit, or charitable organisation	D
Excellent Communication Skills: Able to communicate clearly and effectively, demonstrating kindness and respect towards all people working or serving the Diocese i.e. employees clergy contractors etc.	
Excellent Organisational Skills: Good organisational skills and the ability to prioritise, work to deadlines and work on own initiative as necessary	E
Collaborative Teamwork: works effectively in teams, contributing ideas, and supporting others, building positive relationships	E
Problem Solving: able to approach challenges creatively and make informed decisions under pressure	E
Adaptability and Flexibility -comfortable with change, able to identify challenges and implement thoughtful solutions and adjust to new priorities and processes when needed.	E
Ability to provide support, explain procedures and processes to staff at all levels throughout the Diocese.	E
Ability to follow maintenance and back up procedures	E
Experience with their database software/web applications.	D

Technical Skills	
Understanding of structured query language (SQL)	E
Knowledge of 'relational database management systems' (RDBMS), 'object oriented database management systems' (OODBMS) and XML database management systems.	E
Knowledge and hands-on experience of managing, maintaining, configuring and troubleshooting Active	E
Directory within an enterprise environment, MS Windows OS and MS Office Software application	E
Knowledge and hands on experience of managing Windows Server 2008/2012/2016 in support of directory provision.	E
Knowledge and some experience on all Microsoft based services (AD/DHCP/DNS/GPO/SCCM/etc.).	E
Previous knowledge and experience of computer networks and a range of hardware and software applications, including basic systems administration.	E
Good understanding of TCP/IP networking and troubleshooting.	E
Experience in provide a structured, hands-on approach to issue resolution, infrastructure projects and environment management.	E
Experience with Microsoft Office 365 administration.	E
Experience with unified communications protocols such as SIP	D
Other Requirements	
Commitment to the mission and values of the Diocese of Westminster	E
Ability to demonstrate sensitivity and respect for diverse groups	E
Basic understanding of the Catholic Church and its structure	D
University Degree in Computer Science	D
Secondary education with relevant certifications in hardware and software management and application.	E
Microsoft Certified Professional (MCP)	E
Microsoft Certified Systems Engineer (MCSE)	D