

Glebe Surgery



VACANCY IT Systems Support

Scope of Role:

- To support the IT Manager and manage first line systems issues.

Activities:

- Logging and progress of problems with NEL CSU / SystemOne etc
- First line equipment software problem solving
- VPN / passwords reset
- First line ways of working support for staff
- Laptop support
- ARC printer liaison
- Check in screen
- Fridge \ ECG equipment
- New Account set up (windows/sys1/nhs mail/smartcard)
- Internal and external communications incl Facebook page
- Unspecified first line problems solving
- Cover for when IT Manager on leave

Working with Others:

- I.T Manager
 - Proactive liaison and timely communication
- Partners
 - As support requires
- Staff
 - Managing expectations and providing support

Job type – Part-time

Pay: £13.00 - £13.50 per hour

Expected hours: Approx. 25 per week.