JOB DESCRIPTION

Job Title:	IT Technician
Location:	Longbow, Shrewsbury and Primary Care Centres
Reports To:	IT Manager
Hours of Work:	37.5 hours per week, worked flexibly.
	(Part-time hours may also be considered).

Shropdoc is a not-for-profit, provider-led organisation delivering urgent primary care services across Powys. Our core services include Powys Out of Hours (OOH) GP care, urgent care triage, home visiting, face-to-face clinical services, Care Co-ordination Services and Oncology Helpline. We work collaboratively with NHS partners and other health and care organisations to ensure patients receive safe, responsive, and high-quality care when their usual GP practice is closed or when urgent support is needed. The post is linked to all work streams and services across the organisation, supporting a coordinated and integrated approach to patient care. Shropdoc is committed to delivering patient-centred care through innovation, clinical excellence, and a dedicated multidisciplinary workforce.

The responsibilities outlined below are intended to provide an overview of the role and are not an exhaustive list.
The post holder may be required to undertake other reasonable duties and responsibilities in line with the nature of the role, as requested by their Line Manager. This flexibility is essential to meet the changing needs of the organisation and to support the effective delivery of services.

1.   JOB SUMMARY

To provide technical support to Tier 2 level for the day-to-day provision of the company's services in terms of computer hardware, software, clinical systems, and cloud-based services to staff at the organisation's Call Centre and Primary Care Centres as well as remote staff and GP's.

This includes administration of Microsoft 365, SharePoint Online, Teams, Intune, Exchange Online and supporting a new VoIP telephony solution.

Shropdoc is supported by external providers for telephony and IT Infrastructure, but this role will provide local administrative support, and act as a key liaison with external providers.

The role is primarily based at Shropdoc's Head Office in Shrewsbury during office hours, but you will be expected to meet the demands of services in operation at multiple sites which operate 24 hours a day, seven days per week, so occasional out-of-hours, site visits and remote support work will be involved.

2. **KEY TASKS AND RESPONSIBILITIES**

Service Requests

- To support and manage the onboarding and offboarding of employees, guests and contractors, ensuring access to company systems is managed appropriately and in accordance with job role and employment status.

- To respond to general IT Support requests effectively and in a timely manner, prioritising according to patient impact, ensuring that outcomes are documented and logging systems updated, messages answered, and feedback provided promptly to users in a clear, non-technical manner.

- To manage IT inventory ensuring stock levels are maintained and that equipment deployment is tracked and registered.

- To carry out site visits to Primary Care Centres both in and out of hours when necessary to respond to issues and maintain equipment.

Computers and peripherals

- To deploy PCs, laptops and associated peripherals including new installations along with organising the reformatting and redeployment of existing equipment where appropriate.

- To install and configure operating systems, applications, antivirus, certificates, licenses and other software to agreed standards under the direction of the IT Manager, utilising the most appropriate mechanisms.

- To maintain existing PCs and peripherals to agreed standards by performing upgrades, new installations, applying group policies, carrying out routine maintenance and updating procedures locally and across the domain.

- To maintain an accurate inventory of all company hardware and software including location, user, device name, installation date, configuration details, tag numbers, encryption, and documenting any returns to stock.

- To obtain quotes and raise purchase orders for services, hardware and software when requested and in order to maintain stock levels.

- To monitor and manage user and device licensing, ensuring compliance is maintained and the most effective use of resources is managed.

- To report hardware faults to third party suppliers, arrange for the return of hardware to third party suppliers or specialists for repairs where necessary and ensure the faults are completed and equipment returned or replaced in a timely manner.

Infrastructure

- To monitor and manage remote virtual desktops hosted on MSP infrastructure, ensure applications are installed, available at point of use and that updates are applied, actively support threat management, liaising with external contractors to facilitate timely completion and delivery of projects while maintaining business as usual.

- To utilise backup and recovery services to restore files where necessary and liaise with managed network service providers to provide assurance to the organisation of the integrity of backups with regular testing and restoration.

- To support the installation and management of internal and external connections including all data, voice and wireless networks, liaising with providers and where necessary replacing internal cabling and hardware, managing their power requirements, rack installation, floor boxes and all backup, UPS and auxiliary failover systems.

- To provide advanced troubleshooting on technical issues, where necessary escalating to, and liaising with external support providers, ensuring that all outcomes are documented to facilitate trend analysis.

- To provide technical support and input to projects, new workstreams, business intelligence, business continuity, disaster recovery, quality improvements and pilot schemes and liaise between project leads and the IT Manager.

- To manage, maintain and administer Domain Controllers, Active Directory, Microsoft Entra, Intune, and other Tenant and and Exchange systems including group policy configuration, quarantine management and access rules.

- To manage, maintain and administer antivirus and cyber defence systems, ensuring the network is protected from threats, security alerts are acted upon and issues escalated to the IT Manager and managed service providers appropriately.

- To manage, maintain, configure and administrate company telephone systems, agent logins, line configuration, diversions, failover systems and call recording, providing user support as required.

Software

Knowledge of, or the ability to develop, administrative and configuration skills in the following applications and systems is required:

- Microsoft 365
- Microsoft Defender
- Microsoft Intune
- Microsoft SharePoint
- NHS Smartcards
- Cloud Telephony System Administration
- Microsoft Active Directory
- Microsoft Windows
- Sophos antivirus products
- VPN systems
- Adastra and Remote Clinical Patient Management System (desirable)
- Microsoft Power Automate (desirable)
- Microsoft Power Apps (desirable)

- To manage, maintain, support and administrate all clinical and operational systems in terms of user accounts, application configuration, authentication devices such as Smartcards or MFA systems, investigating and actioning change requests, liaising with application providers where necessary, supporting investigation and interrogation of systems as required.

- To liaise and work with partner organisations where access to external systems is required, managing relationships effectively to ensure service continuity, security and clinical safety is maintained.

Data Security

- To support the organisation's Cyber Security and Antivirus systems, respond to cyber security alerts identified within or cascaded from outside the organisation, taking recommended and appropriate action to ensure robust system and data security is maintained.

- To support the IT Manager and wider organisation in meeting all mandatory compliance requirements in terms of information governance, where required supporting information asset owners in conducting and documenting Data Impact Assessments, Risk Assessments, Data Flow Mapping, Data Sharing Agreements and any other required evidence, ensuring this information is updated as required.

- To establish and maintain effective working relationships within and outside the organisation.

- To adhere to organizational standards and guidelines with respect to information systems.

- To provide at all times a professional, courteous, and rapid response to individual users.

- To undertake any other duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.

In line with other posts the job description may be subject to change according to the service needs, in consultation with the post holder.

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2. PROBATIONARY PERIOD

All new employees are subject to the requirements of six-month probationary period with a progress review at three months for the new employee. Our probationary period will focus on supporting new employees in the workplace through comprehensive training and induction programmes. These programmes are tailored to equip new employees with the necessary skills, knowledge and confidence to succeed in their position.

3. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, always, deal honestly with the organisation, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

4. CONFIDENTIALITY AND INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be

divulged to anyone who is not authorised to receive it. Confidentiality of information must always be preserved whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance.

5. **DATA PROTECTION AND THE DATA PROTECTION ACT 1998**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised people or organisations as instructed.

6. **SAFEGUARDING**

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care.   All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate.   An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

7. **INFECTION CONTROL**

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

8. **EQUALITY, DIVERSITY AND HUMAN RIGHTS**

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity, and it is the responsibility of all staff to ensure that it is implemented and contributes to its success.

9. **REVIEW OF THIS JOB DESCRIPTION**

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post-holder may from time to time

be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

This job description was updated in: March 2026.

10. **JOB DESCRIPTION AGREEMENT**

Post Holder's Full Name: _____

Post Holder's Signature & Date: _____

IT Technician
PERSON SPECIFICATION

Shropdoc has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. Candidate application forms will be shortlisted using a points-based system, with selections made according to the criteria outlined in the person specification below.

Shortlisting Criteria	Essential	Desirable
Qualifications		
• Good standard of education (including GCSE (or equivalent in Maths & English)	✓	
• ICT qualification (A-level or GCSE) or qualified by experience	✓	
• Microsoft 365 Certificate (MD-102 / Endpoint Admin) or equivalent	✓	
• CompTIA A+ or Network+ or equivalent	✓	
• Evidence of continued professional development		✓
• SQL qualification or qualified by experience		✓
Experience / Knowledge		
• 2nd Line support Experience	✓	
• Microsoft 365, SharePoint online, Teams, Intune	✓	
• Teams phone administration		✓
• Experience of troubleshooting within Microsoft Windows Systems and with computer peripherals - ie printers.	✓	
• Website Development		✓
• Digital telephony administration experience	✓	
• Computer networking experience	✓	
• Information and data security experience including threat management.	✓	
• AD/Entra Administration.	✓	
• Back up and Disaster Recovery (DR) experience.	✓	
• Experience with Microsoft Power Apps/Power Automate.		✓
• Experience setting up and managing multiple databased and data warehousing.		✓
• Experience of clinical systems would be an advantage.		✓
• A comprehensive understanding of common desktop operating systems and Office productivity software i.e. Windows, Office, etc.	✓	

Shortlisting Criteria	Essential	Desirable
• Good understanding of internet and email systems with ability to provide support and advanced troubleshooting.	✓	
• Knowledge of Microsoft Server systems from 2008 to current.	✓	
• Competence in Active Directory administration, File Permissions, Group Policy Management, Email Transport and Data Protection.	✓	
Personal Attributes		
• Good communication skills with the ability to explain problems and solutions clearly to non-technical users.	✓	
• Ability to prioritise, plan and focus on deadlines including working under pressure and against agreed timeframes.		
• Excellent customer care approach, with a pro-active and confident manner.	✓	
• Ability to adapt existing skills to support applications critical for service provision whether existing or new, undertaking relevant training where necessary.	✓	
• Calm disposition with the ability to diffuse tension and stress in others and to deal with emergency downtime situations.		✓
• Ability to prioritise workload on a continuous basis ensuring the most urgent problems are given highest priority.	✓	
• Creative approach to problem solving.		✓
• Enthusiastic and self-motivated.	✓	
Other		
• Able to work out of hours on occasions.	✓	
• Willingness to cover on-call sessions during Bank/Public Holidays.	✓	
• Must hold a full driving licence to travel to various operational bases.	✓	