**Overview**

As a member of the Cornerstone Central Team this role involves supporting the development and delivery of the organisation’s Information Technology (IT) strategy.

The main purpose of this role is to provide frontline quality internal IT support across the organisation. The focus of the role will be to resolve outstanding issues as efficiently as possible using the resources (internal and external) at your disposal.

**We need you to:**

* Action changes to the content and layout of Cornerstone’s Intranet site.
* Assist in the provision and / or development of training courses for staff to ensure best use of ICT throughout the Cornerstone user community.
* Prepare ICT reports for senior management as required.
* Be knowledgeable about Cornerstone systems by utilising demo environments, attending training sessions and web seminars where available.
* Prepare and publish user guides to pre-empt common issues logged with the helpdesk.
* Maintain the hardware and software asset register.
* Co-ordinate the delivery and installation of ICT equipment at remote sites, attending site personally where appropriate.
* Manage the deployment of leased and owned printers and coordinate the ordering of related consumables.
* Participate as a member of the ICT Team contributing your expertise to the direction, development and smooth running of the systems within Cornerstone.
* Contribute your views and experience to the development and maintenance of Cornerstone’s ICT Strategy.
* Be open and responsive to feedback from internal and external sources.
* Be a liaison point for the installation of any Service / Remote Office based equipment.
* Identify ways to continually develop and enhance ICT systems.
* Undertake project work relating to ICT as delegated by the IT Lead.
* Provide frontline internal helpdesk support for Cornerstone’s IT systems. This scope of which will include hardware, software and communications.
* Communicate effectively with users throughout the organisation to ensure that problems are clearly understood and prioritised so that appropriate solutions are applied in an effective and efficient manner.
* Engage with colleagues (ICT or otherwise) in order to gain a greater uderstanding of the systems utilised by Cornerstone.
* Maintain the help desk system, keeping the status of outstanding calls up to date at all times.
* Prioritise calls with regards to the impact they have on the organisation.
* Provide high quality support and advice to managers, colleagues and customers in areas of rota management procedure and practice.
* Be the key contact for all general / Service Desk IT issues.
* Assist the IT Lead in investigating and resolve problems related to
* ICT systems and processes, suggesting solutions where appropriate.
* Support the organisation’s current and future ADSL / VDSL Broadband connections & routers.
* Maintain and expand our library of VM Images for our portable device fleet (Windows based Laptops & Tablets).
* Image and deploy all new Windows based Laptops & Devices.
* Deploy, support and manage our smartphone & tablet fleet using our chosen MDM platform.
* Collate user feedback and where appropriate co-ordinate MDM Kiosk changes with our MDM supplier.
* Carry out any other duties relevant to the post.

**Key ingredients of your role are to:**

**People we support**

* Be passionate about the delivery of great care and support focussed on helping people to live the life they choose.
* Maintain enthusiasm and drive in achieving our charitable purpose.

**People we employ**

* Actively contribute to the development of team dynamics that will result in high performance and productivity.
* Be welcoming and accessible to colleagues and take time to hear, see and recognise their contribution and points of view.
* Build strong trusting relationships with colleagues, equipping them with skills and knowledge to enable them to make decisions with confidence.
* Be responsive to new ideas brought forward by your team and colleagues in the wider organisation.
* Share your extensive IT knowledge and experience with your team and the wider organisation to maximise opportunities and create a motivated, proud and empowered culture.
* Have a positive attitude, be excited about working in an empowered culture and always seek to solve problems and remove obstacles.
* Communicate brilliantly with everyone.

**Partnerships**

* Always promote the culture, ethos and purpose of Cornerstone.
* Establish, develop and maintain strong relationships with colleagues, external contacts and stakeholders.
* Nurture an external network that benefits the organisation and ultimately the people we support.

**Culture**

* Ensure Cornerstone’s Values are embedded and reflected in everything you do.
* Be part of an environment where creativity and excellence thrives.
* Seek out opportunities for personal and professional development.
* Use your pioneering spirit to inspire everyone around you.

**Operating model**

* Keep systems and processes as simple as possible to free up colleagues to focus on the individuals that they support
* Always trust that your colleagues will do the right thing and act in the best interests of the people Cornerstone supports.

**Technology**

* Effectively use and embrace technology to enhance the effectiveness of what you and your team deliver.
* Explore new technological opportunities that will compliment and enrich the service Cornerstone delivers.

**Person Specification**

Educational Qualifications – SCQF (Level 6)

It’s desirable that you will have obtained at least one of the following but we are more interested in your experience, your values and your attitude than we are your qualifications:

* Degree level professional qualification in IT or a related equivalent discipline.
* Microsoft Accreditation.

**We need you to bring:**

* Demonstrable Software/Hardware knowledge and expertise.
* Excellent communication skills – including the ability to translate to non-technical users.
* Close attention to detail and accuracy.
* Ability to work on your own initiative.
* Ability to work effectively with others in a team environment.
* Ability to build and maintain effective working relationships.
* A can-do attitude.
* Ability of produce high quality, accurate work to strict and tight deadlines
* Ability to prepare and present reports
* Excellent interpersonal and leadership skills with a coaching and mentoring approach
* An ability to work on own initiative with a creative, innovative and imaginative approach to tasks.
* Excellent planning, organising and time management skills
* Professional and helpful approach.
* Ability to respond flexibly to emerging and changing circumstances

**It would be great if you also have:**

* Knowledge of Microsoft SharePoint .
* Experience of website creation/maintenance.