

# IT SUPPORT ANALYST

APPLICANT INFORMATION PACK





## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring but we face significant challenges ahead. Between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018, The Trussell Trust's Foodbank Network distributed 1,332,952 three day emergency food supplies to people in crisis, a 13% increase on the previous year. 484,026 of these went to children.

I want to see the end of the need for emergency food services in our country, to work with Government to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Although the recent Budget marked a positive step forward, there is still much more to be done and we will continue to work through the foodbank network to bring further change.

Working for The Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

A handwritten signature in black ink that reads "Emma Revie".

**Emma Revie**  
Chief Executive



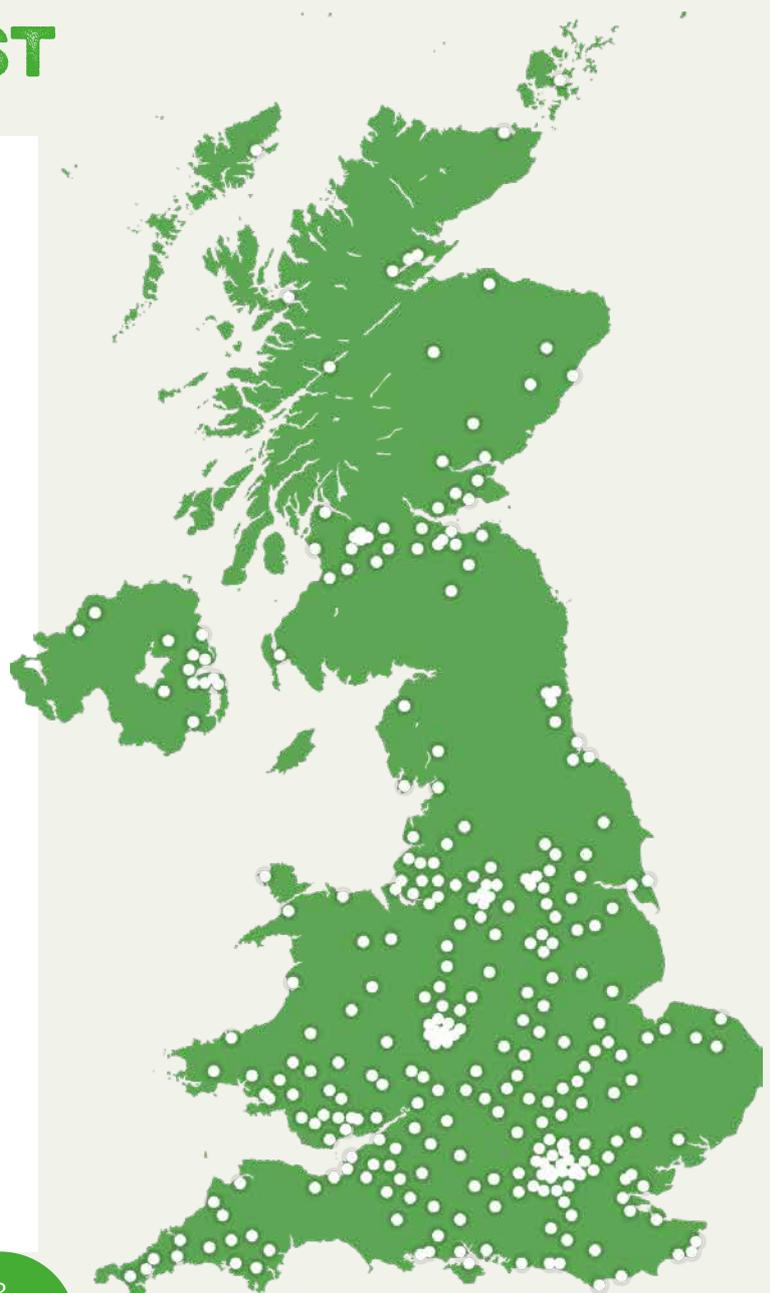
## INTRODUCTION TO THE TRUSSELL TRUST

Thirteen million people live below the poverty line in the UK, with individuals going hungry every day for a range of reasons, from benefit delays to receiving an unexpected bill on a low income.

The Trussell Trust's mission is to bring communities together to end hunger and poverty in the UK by providing compassionate, practical help whilst challenging injustice.

The Trussell Trust supports a network of over 400 foodbanks run by local community groups and charities across the UK, giving emergency food and support to people in crisis across the UK, where thirteen million people live below the poverty line. In the last year we gave 1,332,952 three day emergency food supplies to people in crisis.

We've been supporting our Foodbank Network to develop into community hubs, providing people in need with emergency food and a range of support in one location and helping to break the cycle of poverty.

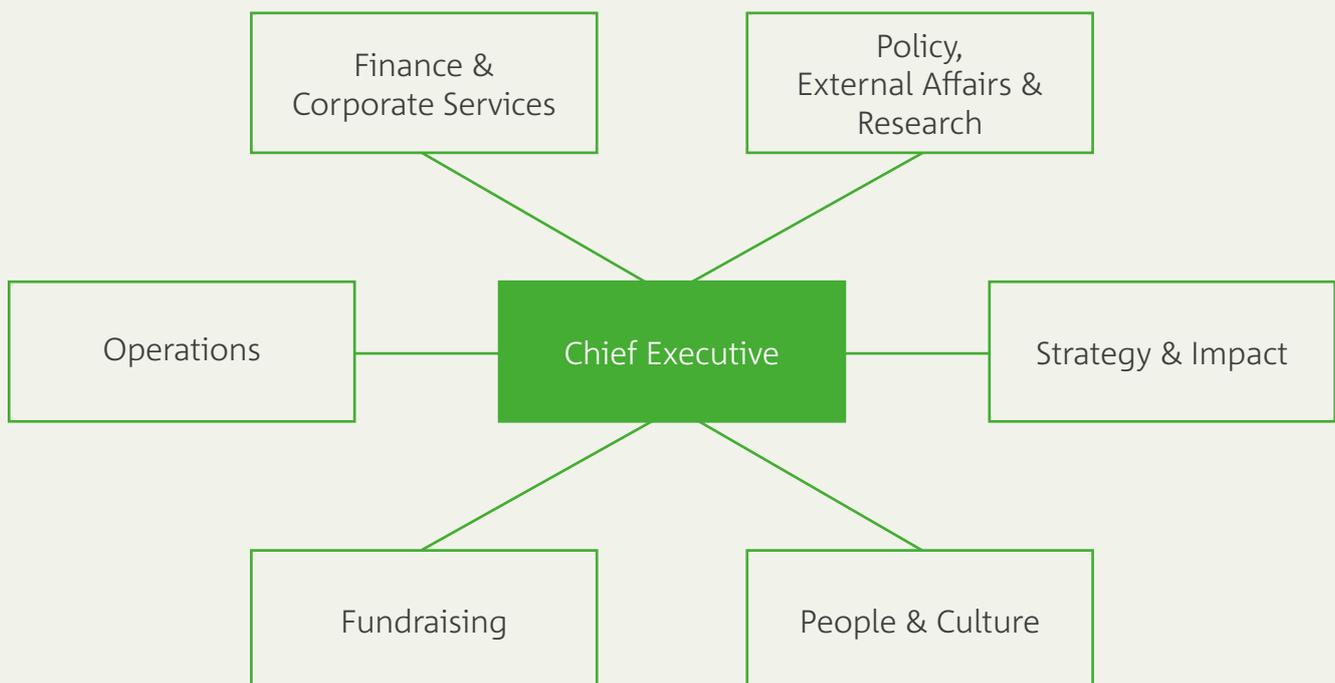




## HOW WE WORK

Our head office is based in Salisbury, Wiltshire, with satellite offices in London and Coventry and team members based across the UK.

Our support for over 420 foodbanks across our network is delivered through six directorates reporting into our Chief Executive;





## VISION, MISSION AND VALUES

### OUR VISION:

To end hunger and poverty in the UK.

### OUR MISSION:

Bringing communities together to end hunger and poverty in the UK by providing compassionate, practical help with dignity whilst challenging injustice.

### OUR VALUES:

The Trussell Trust is committed to **community** built on **diversity, tolerance, cooperation,** and **mutual respect**; we want to contribute to society and demonstrate social responsibility. Our values are important to us, and we aim to live them out in all areas of our work.

We are **passionate** about what we do and the difference it makes in the lives of others

We are **compassionate**; we give selflessly and put others before ourselves

We hold ourselves **accountable**: we acknowledge and assume responsibility for actions, decisions, and consequences – as individuals and as an organisation.

We are **innovative**, with the ambition to pursue new and creative ideas that have the potential to change lives for the better.

We **empower** and **encourage** staff, volunteers and clients to take the initiative and achieve their best, in a safe environment where mistakes are viewed as learning opportunities.



## THE ROLE

**Directorate:** Finance & Corporate Services

**Responsible to:** Head of IT & Digital Transformation

**Responsible for:** No direct reports

**Hours:** Full-time (37.5 hours per week)

**Based:** Salisbury

## ROLE OUTLINE

The Trussell Trust is looking for an IT Support Analyst to provide 1st line support to about 150 users across multiple sites and help support multiple networks and business applications. The right candidate will have excellent technical, communication and people skills; be organised and detail-orientated.

## RESPONSIBILITIES

- Provide 1<sup>st</sup> line IT support in person, via email and telephone
- Manage an IT ticketing system
- Support the roll-out of new applications
- Deliver general ad-hoc IT training to staff and volunteers
- Assist with the administration and support of the VOIP system, Wi-Fi & LAN networks
- Maintain an inventory of computer hardware and software (including licences)
- Perform preventive maintenance duties on items of IT endpoint hardware
- Maintain IT Support documentation
- Assist with the support and maintenance of business applications such as Salesforce and other digital systems
- Work on small and medium sized IT projects
- Troubleshoot endpoint problems, diagnosing and solving hardware or software issues
- Handle desk, computer and phone moves and associated cabling
- Assist with computer recycling and arrange for the safe disposal of used equipment.

Any other reasonable duties as specified by the line manager to support the work of the Trust.



# THE PERSON

Requirement	Measures of success (Key Performance Indicators)
<p><b>Technical Requirements</b></p> <p>Degree in computer science or equivalent experience.</p> <p>CompTIA A+, MCSE certified, ITIL desirable.</p>	<p>Demonstrates up-to-date knowledge of:</p> <ul style="list-style-type: none"> <li>• Microsoft Office suite, with strong Outlook skills. Office 365, including SharePoint, Skype &amp; OneDrive</li> <li>• Google (G Suite)</li> <li>• Jira &amp; other ticketing</li> <li>• Microsoft Windows 7 and Windows 10 Operating Systems</li> <li>• Website technology stack</li> <li>• Windows Server 2008/2012 and some Active Directory experience.</li> </ul> <p>Demonstrates the ability to troubleshoot basic networking TCP/IP issues and supports VoIP networks.</p> <p>Demonstrates basic hardware diagnostic and fix skills.</p> <p>Delivers Android &amp; iOS device support.</p>
<p>Work under tight deadlines to resolve issues and implement solutions.</p>	<p>Achieves Service Level Agreement metrics.</p>
<p>Able to manage multiple support issues, resolve conflicting demands and keep user satisfaction high.</p> <p>Excellent decision-making ability.</p>	<p>Manages ticketing system, setting correct priorities and managing time appropriately.</p> <p>Delivers solutions and responds to requests in a timely fashion.</p>



Requirement	Measures of success (Key Performance Indicators)
<p>Is able to work through challenges in positive and effective ways.</p> <p>Clear understanding of the need to maintain confidentiality.</p> <p>Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos.</p>	<p>Demonstrates resilience, resourcefulness, flexibility and perseverance.</p> <p>Demonstrates personal integrity and commitment to the values of the Trust.</p> <p>Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds.</p> <p>Able to represent the Trust and its values effectively.</p>
<p>Commitment to occasional need to work outside of normal working hours and travel to Trussell Trust locations throughout the UK.</p>	<p>Willing to be available for work related travel.</p>



# BENEFITS OF WORKING WITH US

ANNUAL SALARY £25,000 - £28,000 PER ANNUM

People are the most important thing The Trussell Trust has – without our people we could not achieve any of our goals.

Our people are passionate about our cause and the difference it makes in the lives of others. The benefits package we offer employees to support them in delivering their crucial role includes the following:

## **Personal development programme**

Continuous Personal Development is actively encouraged and training opportunities explored

## **Pension**

Matched contributions up to 8%

## **Health scheme**

Allows employees to claim money off healthcare bills.

## **Enhanced sick pay**

Four weeks of contractual hours on full pay and four weeks of contractual hours on half pay after completion of probationary period, remainder at statutory rate

## **Enhanced contractual leave**

Five additional days above statutory entitlement (33 days in total including bank holidays) [pro rata for part-time hours]

## **Potential to buy/sell contractual leave**

Up to five days (pro rata)

## **Enhanced maternity/paternity/adoption/shared parental leave pay**

100% of earnings for the first eight weeks, 50% of earnings for the next twelve weeks, remainder at statutory rate

## **Flexible working**

Core hours 10am – 4pm where role allows & in agreement with line manager

## **Group life [death in service] scheme**

Three times annual salary to nominated beneficiaries

## **Plus**

Three paid days of compassionate leave.



## HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- Then separately upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position please call 01722 580 209 or email [people@trusselltrust.org](mailto:people@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

The Trussell Trust is Reg. Charity in England & Wales (1110522) and Scotland (SC044246). Reg. Ltd. Co. in England & Wales (5434524)