# JOB SPECIFICATION

| JOB TITLE: | Technology Services Officer |
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| FUNCTIONAL AREA: | Finance & Resources |
| LOCATION: | Glasgow |
| REPORTING TO: | Facilities & ICT Manager |
| SALARY: | Grade 2 |

## MAIN DUTIES/RESPONSIBILITIES

### Job Purpose

The Technology Services Officer is responsible for providing systems support with regards to data management, system monitoring and user training. Working closely with and supporting the Facilities & ICT Manager, the Technology Services Officer provides technical advice, training and support to staff and key stakeholders. Collaborating with colleagues to support the delivery of secure, digital solutions that enhance the provision of the organisation's core services.

### Key responsibilities

**Support**
- Work closely with technology support contractors, serving as an internal point of escalation
- Assist Facilities & ICT Manager to provide access to all sites for ICT engineers/contractors, ensuring onsite works are completed to the agreed standard and specification
- Liaise with external ICT Support contractor to support any tickets when required.
- Liaise with ICT support contractor to maintain ICT infrastructure within Robertson House and The Barracks sites, including networking, firewall management etc.
- First point of contact for in-house technical support (for applications the external contractor doesn't support) including staff, Trustees, tenants, visitors and beneficiaries
- Regularly update the ICT asset records in line with agreed lifecycles. Coordinate procurement, installation and disposal of hardware.
- Maintenance of ICT inventories including, software and hardware assets, communications lines etc.
- Provide ICT onboarding/offboarding of staff and trustees
- Assist relevant teams in delivery of events where technology is used
- Performing installations and configurations of ICT related equipment on Trust premises when required

**Systems**
- Administer company-wide systems, including; M365 application suite, M365 Admin Centres, CRM, password manager tool, email security platform, etc.
- Maintain our desk booking app.
- Monitor and analyse data from systems and evaluate their performance to develop ways of enhancing them (new technologies, upgrades etc.)
- Identify and implement, where possible, opportunities for improvement of processes across the organisation making cost effective use of existing systems and technologies.
- Support projects to define system requirements that deliver best value and is fit for purpose.

**Compliance/Data Governance**
- Support the Facilities & ICT Manager to provide an internal response to cyber threats – phishing attacks, etc.

- Assist Finance Director in the fulfilment of Data Subject Access Requests through liaising with external contractor for data gathering.
- Ensure the highest degree of confidentiality and data protection of all materials
- Administering systems to review user access and permissions on a regular basis
- Support Facilities and ICT Manager with internal/external audits and resulting actions
- Administer, monitor and report on email phishing campaigns using cloud security management platform.
- Liaise with vCISO external contractor to ensure annual Cyber Essentials accreditation is maintained by actioning any updates required.
- Contribute to the development and regular reviewing of policies relating to ICT and cyber security.
- Support various stakeholders in the day-to-day use of data systems to ensure adherence to legal and organisational standards

**Other responsibilities**
- Contribute to work supporting cross-cutting themes for the Trust, for example Equality Diversity Participation and Rights and Climate Change
- Build and maintain relationships with a wide range of key partners & stakeholders, understanding all areas within the organisation
- Adopt and demonstrate the Trust's values
- Assist Facilities & ICT Manager and Finance Director in best practice use of technology to feed into the development of internal policies and procedures that are specific to, rely on, or make use of technology

| **Signed by:** | Alan Campbell | **Date** | May 2024 |
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The ROBERTSON Trust

# PERSON SPECIFICATION FORM

| FUNCTIONAL AREA: Finance & Resources | VACANCY REF. No: |
|---|---|
| JOB TITLE: Technology Services Officer | LOCATION: |

| THE EMPLOYEE | ESSENTIAL | DESIRABLE |
|---|---|---|
| **Qualifications/Experience**<br>What educational attainments must the candidate possess? What professional/technical skills and knowledge are important, and what kind of job experience should the candidate have? | • Technology-related qualification or equivalent experience<br>• Experience with Microsoft 365 Admin Centres<br>• Demonstrated ability to deal with confidential data, exercising discretion and professionalism at all times<br>• Experience in delivering training in one-to-one and group environments and preparing training materials<br>• Knowledge of GDPR/Data Protection and Information Security<br>• Experience in developing support guides/info for staff | • Experience of a CRM platform (Salesforce or similar), analysing results, building queries and preparing reports.<br>• Experience of Microsoft PowerApps<br>• Experience of Modern Device Management (eg Microsoft Intune)<br>• Experience of Mimecast or similar email filtering platform<br>• Experience of Sophos Central or similar<br>• Experience of supporting online meeting platforms eg Teams, Zoom, etc<br>• Awareness of Rapid7, or similar intrusion detection systems, and security information and event management (SIEM) solutions. |
| **Special Aptitudes**<br>Are there any particular skills which are required for the job e.g. numerical, language, verbal reasoning etc. | • Excellent problem-solving skills and attention to detail<br>• Excellent interpersonal skills and ability to communicate effectively with internal and external stakeholders<br>• Strong analytical skills with the ability to collect, organise, analyse, and disseminate information with attention to detail and accuracy<br>• Displays a confidence in own ability and a willingness to continually develop own skills and knowledge<br>• Delivers high quality output<br>• Deals with conflicting demands timeously and calmly | |
| **Circumstances**<br>In terms of personal circumstances, what will the job demand / provide? | • Scotland wide with main base in Glasgow<br>• Occasional evening and weekend working may be required | |

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| | <ul><li>The Trust is committed to hybrid and other forms of flexible working.</li><li>The Trust is open to reasonable adaptations to overcome barriers.</li><li>Given the nature of technical support, versatility is key. You will be expected to adapt to business needs, including working onsite as needed.</li><li>We will provide you with all the equipment that you need for remote work. However, it's essential that you have a secure and reliable workspace, along with a high-speed internet connection</li></ul> | |