



Job Title (Location)	IT Co-ordinator (Glasgow Office)
Salary and Band	Band 5 – Salary range £28,048 – £36,290 DOE
Annual Leave	27 days plus 9 Bank Holidays for full-time hours
Reports to	IT Manager

About Maggie's

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our long-term ambition is to be there for everyone with cancer in the UK at all 60 cancer centre sites to ensure that there is no-one living with cancer who is unable to access the expert psychological and information support that they so desperately need to live the best quality of life possible. The next five years brings us over the halfway mark to achieving this goal.

About the Post Holder

You will have at least 3 years' experience in a similar IT role and be confident in managing both Macs and PCs. You will use relationship building skills in order to successfully liaise with staff at each Maggie's site and undertake visits as required in order to ensure that all systems are working well and assess future needs and possible risks.

You must be able to communicate at all levels, translating 'IT speak' into plain English, verbally and in writing, and be able to work with sensitivity to the environment where visitors are receiving emotional support.

About the Role

The role will maximise Maggie's efficiency and professionalism by ensuring the best use of information technology (IT) and communications systems. You will support the IT Manager to ensure reliability and availability of IT services to all computer users as well as provide technical expertise to the development of policies, procedures and strategies.

UK wide travel and un-social hours working will be required regularly in this role.

Key Responsibilities

- To work with the IT Manager to ensure that all systems, computers and other IT equipment are in good working order and available for all approved computer users.
- Liaise with all suppliers to deliver an efficient and effective IT system.
- To work with the main IT support provider to ensure that the appropriate physical security, disaster recovery, data protection, virus protection and back-up arrangements are in place.
- To ensure that the external IT provider undertakes all necessary software and anti-virus updates and maintains system and data security at all times.
- Support Maggie's telephone systems in liaison with external providers as needed.
- To keep an overview of file structures and access controls set.
- To provide advice and training to members of staff on the use of Maggie's IT systems.
- Ensure that user access records and address books throughout Maggie's IT system are kept up to date.
- To complete and maintain an accurate and complete set of documentation for Maggie's IT network including all admin passwords, IP addresses, supplier details and license and warranty information.
- To contribute to the development of and ensure adherence to, Maggie's IT policies.
- To support the IT Manager on ad hoc improvement projects working with the IT Manager as required.
- To work closely (in partnership with the IT Manager) with Maggie's IT providers to ensure service level agreements and Maggie's IT policies are adhered to.
- To provide IT inductions and basic systems training for all Maggie's staff.
- To promote best practice for the use of IT systems and raise awareness of what is available to aid users with their work.
- To keep abreast of relevant IT developments that may prove useful to or, have some direct impact on, the work of the charity.

Essential skills and experience

- Relevant professional qualification or degree and academic exposure to IT theories/practices
- Experience in training and coaching others.
- Experience in working with and managing external contractors.
- Experience of successfully managing projects at varying levels of complexity.
- An intellectual and practical understanding of the use of IT in the private and public sector.
- Knowledge of databases – preferably SQL-based.
- Familiarity with MS Office and other standard applications.
- Comfortable with a mixed platform of Mac and PC.
- Self-starter, able to work with minimum supervision and to prioritise and use own judgment.
- Able to effectively communicate with colleagues at all levels.
- Familiarity with phone systems, VOIP technologies, Unix and network engineering.