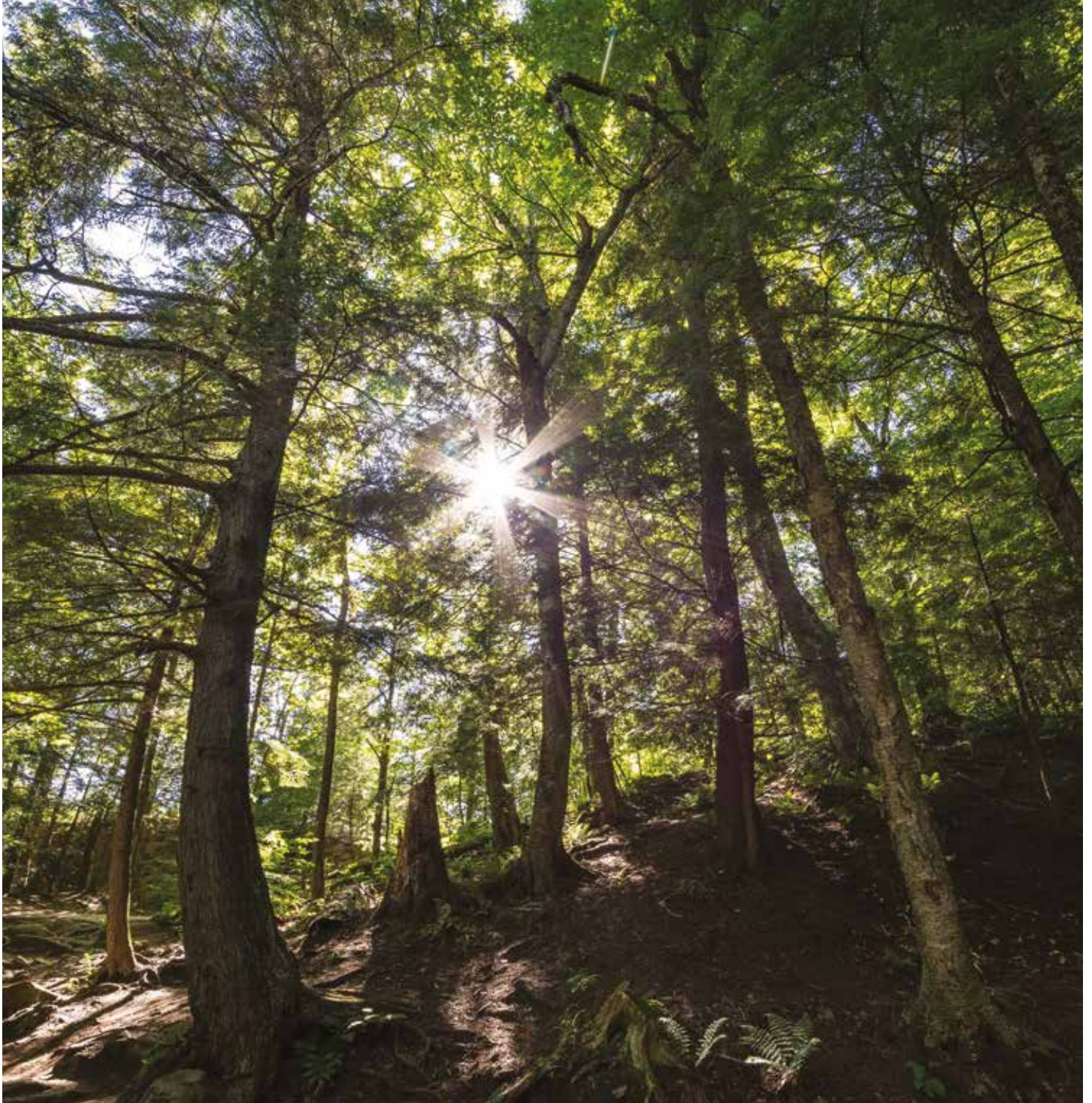




JOB DESCRIPTION

IT SUPPORT OFFICER



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number. 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 35 Great St. Helen's, London EC3A 6AP

PATRON HRH The Princess Royal **FOUNDER** Gerald Durrell, OBE, LHD **HONORARY DIRECTOR** Lee Durrell, MBE, PhD **CHIEF EXECUTIVE OFFICER** Lesley Dickie, PhD

INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation.



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions. we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



JOB PURPOSE

The IT Support Officer will provide front-line primary technical support to end users on various technical issues and problems. Whilst Durrell has third party IT support contracts in place, there is the need to have in-house support for aspects not covered by the contract, urgent issues or where a quick fix onsite is needed. They will also be responsible for working with the IT Manager on specific strategic projects.

IT SUPPORT OFFICER

DEPARTMENT
Finance

REPORTS TO
IT Manager

HOURS
Full time – 35 hours per week

LOCATION
Jersey



KEY RESPONSIBILITIES

- Function as the first level internal contact for requests from a broad range of users for technical support and hardware requirements or issues (PCs, Laptops, printers, telephones etc).
- Liaise with 3rd party support partners in the resolution of 1st and 2nd line support tickets.
- Prioritise and appropriately escalate issues to assure timely problem resolution. Carry out fact-finding and analysis of problems; determine most effective problem resolution procedures.
- Assist in fixed asset management including maintenance of the inventory register, purchasing of appropriate equipment in line with budgets, decommissioning of kit and arranging disposal.
- Conduct periodic audits of Durrell devices and hardware to ensure it remains fit for purpose.
- Maintain records of user allocation of Durrell devices for those managed by our third party service providers, and those which are outside of third party service contracts.
- Assist support partners and staff with upgrade programmes – Mitel phone system, pc rolling upgrade.
- Assist the IT manager in key strategic projects.
- Assist the IT manager to review, develop, implement and coordinate IT systems, policies and procedures.
- Support the implementation of Microsoft 365 across Durrell.
- Work with third party service providers to ensure security of data, network access and backup systems.
- Assist IT Manager in developing, testing and executing disaster recovery procedures.
- Assist IT Manager in ensuring third party service provider contracts remains relevant, fit for purpose and that the service providers continue to maintain IT systems and infrastructure in line with Durrell policies and procedures.
- Maintain records of work activities and document recurring, difficult or complex problems; identify trends, recommend solutions and resources.
- Train employees on both software and hardware, troubleshoot, and provide technical support when needed and managing cases with third party service providers to successful completion.
- Ensure Durrell joiners and leavers are set up or removed on Durrell systems in line with policy.
- Manage telecommunications system, including allocation of numbers, licenses, hardware.
- Lifting and moving of end-user computing devices is sometimes required as well as helping users set up laptops, PCs and telephones.

KNOWLEDGE, SKILL AND ABILITY

- 2 years experience of IT Support at either Line 1 or Line 2 level.
- Qualifications in CompTIA are also useful – A+ or equivalent learning pathway.
- Understanding and appreciation of core fundamentals of Computer Security and GDPR is beneficial.
- Prior experience and knowledge of a wide variety of technologies to effectively support end-user technical needs including Microsoft Windows 10 and Microsoft 365. Any practical experience of supporting VoIP, SaaS applications, Apple computers and mobile devices is also useful.
- Knowledge of methods and techniques used in the installation, troubleshooting, problem resolution and maintenance of information systems hardware and software.
- Ability to troubleshoot yet also know when to ask for help.
- Ability to support a variety of end users with divergent needs and skill levels.
- Ability to work independently and collaboratively as part of a team to make necessary decisions and respond to situations effectively.
- Excellent interpersonal skills with the ability to effectively communicate technical and complex information to a wider, not technical, audience.
- Excellent organisational skills.



BEHAVIOURS

- Possesses a strong customer service ethos and builds good working relationships.
 - Works collaboratively with all stakeholders.
 - Patient and considerate.
 - Works proactively and can be relied on to see things through to completion.
 - Acts promptly and works with others to deliver continual improvements.
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OUR LOCATION



**Durrell Wildlife Conservation Trust, Les Augres Manor,
La Profonde Rue, Trinity, Jersey, JE3 5BP**