Practical Action

ABOUT US

We are an international development organisation putting ingenious ideas to work so people in poverty can change their world.

We help people find solutions to some of the world’s toughest problems. Challenges made worse by catastrophic climate change and persistent gender inequality. We work with communities to develop ingenious, lasting and locally owned solutions for agriculture, water and waste management, climate resilience and clean energy. And we share what works with others, so answers that start small can grow big.

We’re a global change-making group. The group consists of a UK registered charity with community projects in Africa, Asia and Latin America, an independent development publishing company and a technical consulting service. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

OUR AIMS

We help people find solutions to some of the world’s toughest problems, made worse by catastrophic climate change and persistent gender inequality. Our aims are to:

- Make agriculture work better for smallholder farmers, many of them women, so they can adapt to climate change and achieve a good standard of living
- Help more people harness the transformational effects of clean affordable energy and reduce avoidable deaths caused by smoke from indoor stoves and fires.
- Make cities in poorer countries cleaner, healthier places to live and work.
- Build disaster resilience into the lives of people threatened by hazards – reducing the risk of hazards and minimising their impact on lives and livelihoods.

HOW WE WORK

We work on holistic solutions that change systems and have a framework to help us achieve our aims:

- Analyse the root causes of a poverty and vulnerability
- Define the change at scale we need to make
- Develop activities along three complementary paths: Demonstrate, Learn and Inspire.
- Demonstrate that our solutions are sustainable in the real world
- Learn by capturing evidence and adapting our approach

practicalaction.org
• Inspire wider support to multiply our impact.

OUR ORGANISATION
Practical Action is an unconventional, multi-disciplinary change making organisation

• A highly innovative community development charity operating in Africa, Asia and Latin America. **Practical Action** community projects use ingenious ideas to design, test, refine and prove new ways to overcome poverty and disadvantage and then ‘open-source’ knowledge of what works so that it can be implemented at a greater scale by others.

• A world-class consulting operation that helps socially responsible business, government policy makers and other development organisations. This draws on learnings from our own development work as well as the combined brainpower of a roster of over 2,000 expert consultants. **Practical Action Consulting** helps to extend the reach of our influence by providing the best advice to others, whose work can make a bigger difference.

• A well respected specialist development publisher. **Practical Action Publishing** brings together development practitioners, researchers and thought leaders to create publications that stimulate discussion, strengthen peoples’ capabilities and inspire sustainable change.
Our Vision
Practical Action’s vision is of a world that works better for everyone.

About the Role
In conjunction with the International IT Infrastructure Specialist, the post holder will assist and learn in providing an IT helpdesk service (by phone, in person or electronically) to all staff in the U.K.

- To provide 1st and 2nd line user support, including procedural documentation of user guides
- To respond within agreed time limits to call-outs
- To support staff on the set up of their desktop, laptop and tablet PCs
- To assist in testing and evaluating new desktop technology
- To support the roll-out of new applications
- To replace hardware parts on desktops and laptops as required
- To rack mount servers, do cabling, lifting and moving of computers and IT equipment.
- To monitor and maintain computer systems and networks based on standard operating procedures as outlined by the infrastructure and application specialists
- Maintain and update the UK IT equipment asset list

Scope

<table>
<thead>
<tr>
<th>Title</th>
<th>UK IT Support Officer</th>
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<tbody>
<tr>
<td>Directorate</td>
<td>Finance</td>
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<tr>
<td>Reporting to</td>
<td>International IT Infrastructure Specialist</td>
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<td>Groups</td>
<td>Business and IT Services</td>
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<tr>
<td>Location</td>
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<tr>
<td>Duration</td>
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</tr>
<tr>
<td>Grade</td>
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<tr>
<td>Travel</td>
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Accountabilities

The job holder is responsible for continual development via on the job training, tuition, observation and self-studies in order to gain knowledge relating to standards and best practice within the IT support industry.

Financial Scope/Responsibilities:

None

Key Working Relationships:

The post holder will need to work closely with the Senior UK IT Support Officer and International IT Infrastructure Specialist in the U.K. plus interact with country office IT staff and some external suppliers/support contacts.

Person Profile

To be successful in the role, the ideal candidate will be able to demonstrate:

**Specific skills required:**

- Working knowledge of Windows desktop operating systems including Windows 7 and 10.
- Working knowledge of Windows server operating systems including a virtualized environment.
- Working knowledge of Microsoft Active Directory including user account creation and maintenance.
- Working knowledge of Microsoft Office 2010 onwards (inc Office 2019), Office 365 email, SharePoint and web browsers
- Working knowledge of computing devices such as laptops, desktops and tablets including peripherals such as printers, smart card readers, webcams etc.
- Working knowledge of collaboration technologies such as Skype, Microsoft Teams and video conferencing.
- Demonstrate the ability to keep up with developments in IT and develop new IT skills quickly
- Demonstrate effective written and oral communication skills
- Demonstrate experience of working with networked computing systems or understanding of Networking protocols (TCP/IP, DNS, DHCP, Wi-Fi)
- Demonstrate experience of Internet Technologies.
- Demonstrate experience of managed Anti-Virus and Firewall software products.
- Demonstrate the ability to follow policy and procedures documents.
- Knowledge of CRM and Financial systems.
- Demonstrate the ability and understanding of network cable patching
- Knowledge of Microsoft Azure, Cloud Computing and remote management tools an advantage

**Specific experience required:**

- Relevant experience of working as a 2nd line IT support technician in a small IT team
- Experience of working in an office or customer service environment
- Ability to demonstrate a motivated, proactive and helpful approach to work
- Evidence of willingness to undertake training
- Evidence of team working
- Proven experience in providing good customer service

**Additional Information:**
Level of educational achievement required

*Essential*

- Relevant experience working as a 2nd line IT support technician in a small IT department
- Broad general knowledge and experience of Information Technology systems including hardware, software and networking in a Microsoft environment

*Desirable*

- Level 3 NVQ, BTEC Diploma or equivalent in IT or greater and having studied and/or worked as an IT apprentice to demonstrate knowledge of the role or other have suitable relevant IT experience and background.
- Have or be working towards Microsoft MCSA qualifications or equivalent and beyond