



ID: 1185 **IT Support Analyst**, Central Region

Salary: starting at £28,315 FTE per annum to £31,073 FTE per annum
 Additionally, £480 home-based allowance FTE per annum
 Grade 3, point 20-23*

Location: Home based (UK) with weekly site visits around the Midlands area

Hours: Full-time (37 hours per week)

Contract: Permanent

Family Action & the Role's Impact:

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 200 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

This is an exciting opportunity for an enthusiastic IT engineer to act as the first point of contact for all IT enquiries, delivering excellent customer service that will surpass service level targets and inspire colleagues with confidence with IT Services.

Your Impact:

Providing the highest levels of customer service will be your priority. Supporting colleagues with IT challenges, you will work to identify and rectify IT incidents and fulfil IT requests quickly utilising your extensive IT knowledge and experience, allowing colleagues to deliver valuable services supporting families and vulnerable people unhindered. In return, you will be supported by colleagues to help you develop, along with the availability of online training.

Main Skills & Requirements (please see job description & person specification for more details):

- You will be a good communicator with good knowledge and experience of working in an ITIL environment.
- You will be able to troubleshoot Microsoft Windows desktop operating systems, Microsoft Office 365, Microsoft Azure, Teams and SharePoint
- You will be able to maintain high levels of customer satisfaction whilst meeting all internal service level agreements.
- You will be flexible with your work, with the ability to attend sites visit around the Midlands area with a full driving license and the use of your own car is essential.



Benefits:

- an annual paid leave entitlement that commences at 25 working days, rising each April by one day, subject to a maximum of 30 working days plus bank holidays / of 30 working days plus bank holidays
- up to 6% matched-pension contributions
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment
- enhanced paid sick leave and paid family leave provisions
- eye care and winter flu jabs vouchers
- cycle to work scheme
- investing in your professional development with ongoing quality training and career development opportunities

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**.

To Apply:

- **Complete:** the [Application Form](#) & send to: completed.application18@family-action.org.uk
- **Closing Date :** Friday 24th May 2024 at 9am
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

Interviews are scheduled to take place on 6th June 2024 virtually, slots will be allocated throughout the working day.

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email **Raj, Head of IT:** raj.mistry@family-action.org.uk

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.

*Ordinarily Family Action appoints new starters at the starting point of the salary scale (with subsequent annual pay progression), unless you have experience that would justify appointment further up the salary scale or there are any other exceptional reasons.