



The
Wildlife
Trusts

IT Support and Projects Officer

RECRUITMENT PACK

Salary: Up to £30,000

Location: Hybrid, homeworking with 1-2 days per week in Newark office

Full time: 35 hours per week (Mon-Fri)

Permanent position



Royal Society of Wildlife Trusts
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About Us

The Wildlife Trusts are a federated movement of 46 charities, supported by a central charity, the Royal Society of Wildlife Trusts. Together we have over 900,000 members, 32,500 volunteers and 3,400 staff across the UK. We are at an exciting moment in our 110-year history, with the implementation of an ambitious new strategy, setting out a vision of nature in recovery, with abundant, diverse wildlife and natural processes creating wilder landscapes where people and nature thrive.

Wildlife Trusts have restored and care for some of the most special places for wildlife in the UK. Collectively we manage more than 2,300 nature reserves, operate 123 visitor and education centres and own 29 working farms. We undertake research, we stand up for wildlife and wild places under threat, and we help people access nature.

The next few years will be critical in determining what kind of world we all live in. We need to urgently reverse the loss of wildlife and put nature into recovery at scale if we are to prevent climate and ecological disaster. We recognise that this will require big, bold changes in the way The Wildlife Trusts work, not least in how we mobilise others and support them to organise within their own communities.



About You

Are you looking for a new challenge and the chance to work in an IT role for one of the UK's best-loved nature charities? Then we have an exciting opportunity for you. We are looking for a self-motivated IT support and projects officer with experience of supporting and administering a Microsoft 365 / Azure environment, delivering IT implementation projects with excellent customer care and problem solving skills and a desire to put your abilities to good use for an organisation that is working to combat the climate and nature emergency.

Working for Royal Society of Wildlife Trusts you will be part of the IT team supporting over 130 staff in a hybrid working environment and colleagues from the Wildlife Trusts movement spread throughout the UK. This role is hybrid homeworking with 1-2 days per week working from the main office in Newark, Nottinghamshire.

You will have experience configuring and managing Microsoft 365 and Microsoft Azure services in a hybrid working environment and supporting users with troubleshooting and best practice in the use of these services. You will have experience in the delivery of IT projects, ensuring the planned and smooth rollout of new IT services enhancing IT operations for the organisation and our users. As well as a good technical background, you will be an adept communicator with the ability to explain complex information in simple, clear terms to non-IT colleagues. You will be an analytical thinker, with problem solving skills and up-to-date technical knowledge across a broad range of platforms. Most importantly you will be self-motivated with a willingness to develop new skills and make use of new technologies. You will have excellent customer care skills and the ability to manage and prioritise workloads to ensure the best outcomes for the organisation and our IT service users.



About You

The Royal Society of Wildlife Trusts is committed to safeguarding and promoting the welfare of children and adults at risk. For applicable roles, applicants must be willing to undergo checks with past employers and Disclosure and Barring Service checks at the eligible level.

RSWT take our safeguarding responsibilities extremely seriously. Please click [here](#) to read our commitment statement.

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

RSWT are committed to increasing the diversity of its staff through its Levelling the Field recruitment pledge and will put any ethnic minority applicants that meet all the essential criteria for the post through to the next stage of recruitment.

Please do not use artificial intelligence tools to assist you to complete the application form. We may not accept applications that have been completed utilising AI tools. If you would usually use tools such as these to assist you in filling in a form, please contact tash.stewart@iris.co.uk to discuss this further and understand other options.

Job Description – Overall Purpose

The IT Support and Projects Officer plays a crucial role in ensuring the smooth operation of our IT infrastructure and the successful delivery of IT projects. You will:

- Contribute to the support, maintenance and delivery of IT services to RSWT and local Trust staff, providing a responsive, high quality service ensuring colleagues across the organisation are able to work effectively in their roles.
- Undertake project work to enhance RSWT's IT services and support the delivery of initiatives aligned with our digital transformation workstreams.

Job Description – Main Responsibilities

- **Technical Support:** Provide first and second-line support to end-users, resolving hardware, software, website and network issues promptly and efficiently.
- **System Administration:** Administer and maintain IT applications and systems, including Azure and Microsoft 365 environments, local and virtual networks ensuring their optimal performance and security.
- **Project Implementation:** Delivery of IT projects and service improvement initiatives from inception to completion, ensuring they are delivered on time, and that project outcomes and objectives are achieved.
- **User Training:** Conduct training sessions for staff on new technologies and systems to enhance their technical skills and knowledge.
- **Documentation:** Maintain accurate and up-to-date documentation of IT systems, processes, and procedures.
- **Collaboration:** Work closely with other departments to understand their IT needs and provide solutions that support their objectives.



Job Description – Main Duties

- Provide configuration, technical support and troubleshooting across RSWT IT services including:
 - Microsoft 365 productivity suite including Exchange, Teams, SharePoint, OneDrive for Business, MyApps, Power Apps etc.
 - Microsoft Azure environment including Storage Accounts, Databricks, Data Factory, Dev Ops, Sentinel, Log Analytics and Cost Management.
 - Remote hardware estate (Dell / Windows laptops) using Microsoft Endpoint Manager.
 - Office hotdesking environment and Microsoft Teams Rooms equipment.
 - Organisational cloud Services and applications.
- Providing helpdesk support on issues raised with our Drupal based shared web platform to colleagues from across the Wildlife Trusts federation, escalating issues to developers as required.
- Research and implement service improvements to continually enhance the RSWT IT service offering.
- Proactively monitoring support ticketing system, working with colleagues to resolve the issues and update clients.
- Liaise with support partners regarding the ongoing development, support and maintenance of RSWT's ICT infrastructure.
- Supporting colleagues with the procurement of IT hardware, systems and services
- Ensuring the security of RSWT IT services through proactive review, service improvements, monitoring and response to any security incidents.
- Onboarding of new users to RSWT IT services and delivering IT inductions to new employees.

Job Description – Main Duties

- Creation and maintenance of documentation so that accurate, up to date records are available at all times.
- Update and maintenance of fault-logging procedures; software registers; hardware log.
- Cross training with IT team members to maintain a reliable service across all IT services and platforms.
- Maintaining and monitoring backup and disaster recovery processes to ensure that RSWT's data is safeguarded.
- Maintaining the IT team Intranet presence to ensure this is up-to date accurate and informative.
- Research, make recommendations and undertake specific projects to improve RSWTs IT services.
- Supporting colleagues in identifying digital solutions to new and existing business processes. This includes, determining requirements, giving advice and sign-posting and implementing solutions.
- Undertake implementation projects across the Microsoft and other technologies delivering service and process improvements to the organisation.
- Testing new functionality and software releases, identifying and logging and resolving issues in collaboration with delivery partners.
- Writing release notes and maintaining technical documentation for new IT services.
- Develop and deliver staff IT training initiatives to ensure staff can maximise the use of our available technology including the Microsoft 365 suite of services.
- Implementing security service improvements to help ensure robust protection for IT service users.
- Supporting the delivery of projects and initiatives within our Digital Transformation framework.

Job Description - Other Responsibilities

- In order for the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.
- IT support must be provided during normal office hours (9-5). Flexi-time is applicable to this post providing 9-5 cover is arranged. There will be some occasions when the post holder needs to work outside normal office hours to undertake maintenance or deal with emergencies. This will include occasional evening and weekend work.
- All staff are required to abide by organisational policies and procedures.
- **All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.**



Person Specification

Essential

- Personal Qualities:
 - Willing to take ownership of problems and identifying solutions to them
 - Ability to work effectively with a wide range of people, both internal and external and at all levels
- Key Competencies:
 - The ability to explain complex technical information in simple, clear terms to non-IT colleagues and stakeholders
 - Effective customer relationships management
 - Professional and highly efficient approach to work, especially when under pressure
 - Attention to detail and a high level of accuracy, with a commitment to quality and ability to manage risk
- Experience:
 - Demonstrable experience in supporting and configuring Microsoft 365 products
 - Demonstrable experience in supporting and configuring Microsoft Azure services
 - Experience of delivering IT support service to users in a hybrid working environment
 - Excellent troubleshooting/problem solving experience gained in a IT environment
- Knowledge and skills:
 - Effective written and verbal communication skills



Person Specification

Desirable

- Experience:
 - Experience of developing training resources and delivering training to end users on the use of IT systems
 - Experience of delivering successful IT system implementation projects within specific timeframes
 - Broad experience of IT systems across a variety of platforms
- Knowledge and Skills:
 - Entra ID, Group Policy and Domain Services management
 - Enterprise networking systems (wired and wireless)
 - Creation and development of Microsoft Power Platform integrations
 - Experience of managing a remote hardware estate using Microsoft Endpoint Manager
 - Experience of the Drupal Content Management system
 - Knowledge of project management approaches such as Agile PM
 - Knowledge of current IT trends and focus areas, including cyber security, phishing, collaboration, productivity



Additional benefits of working for The Wildlife Trusts

- Private medical insurance
- Electric vehicle salary sacrifice scheme
- 26 days holiday per year plus 8 bank holidays
- 4 Concessionary Days
- Non-contributory Life Assurance Scheme
- Generous pension contribution
- Charity worker discount
- Employee Assistance Programme

Closing date for applications: 8th January 2025

First interview: 20th January 2025

Second interview: 28th January 2025

