

DIOCESE OF **Hexham & Newcastle**

Job Description & Person Specification

Job title:	Technology Officer
Employer:	Diocese of Hexham and Newcastle Company registered in England 7732977 Registered Charity No. 1143450
Location:	Diocesan Offices, St Cuthbert's House, West Road, Newcastle upon Tyne
Contract:	Permanent 37 ½ hours
Hours of Work:	Full-time
Grade:	3
Reporting to:	Technology Services Manager

Job Purpose

The Technology Services Department serves in the management of Diocesan information technology for the purposes of its charitable objects. The IT Field Engineer works with the Technology Services Manager in the delivery of the Diocesan Technology strategy across our Diocesan and Parish communities. This includes close collaboration with Clergy, staff and volunteers to assess requirements, provide technical guidance, in-person support, project delivery and hardware configuration. The role provides an opportunity to contribute to the mission and values of the Diocese of Hexham and Newcastle by leveraging technology to support and empower the Diocese and Parish communities.

Duties & Responsibilities

- Where remote support is not feasible, conduct visits to Parishes to offer in-person technical assistance. Provide remote and in-person support to the Diocesan Office.
- Address and resolve hardware, software, and network issues, including printer problems and infrastructure challenges, escalating to the relevant third party where necessary.
- Provide on-site and remote support to users, troubleshooting software and hardware issues, and offering training sessions to enhance user proficiency and adoption of Technology with a focus on M365 tools.
- Ensure the seamless integration and maintenance of IT infrastructure, including network compatibility, security configurations, and data migration. Collaborate with the Technology Services team to implement best practices and maintain system stability.
- Troubleshoot and resolve printer issues, manage device configurations, and ensure all equipment is functioning optimally. Perform routine maintenance and updates as needed.
- Configuration of IT hardware, including laptops, PC's, mobile devices.
- Oversee the inventory of IT assets, ensuring accurate records.

- Implement and maintain asset management processes to track and manage IT resources effectively.
- Play a key role in implementing IT projects by deploying and configuring systems. Ensure smooth transition from legacy systems to modern solutions and provide technical guidance throughout the process.
- Maintain accurate records of support activities, issues resolved, and user training sessions. Provide regular reports to the Technology Services Manager on the status of site visits, infrastructure health, and user support metrics.
- Work collaboratively with the Technology Services team, users, and other stakeholders to ensure effective communication and coordination.
- Promote the benefits of M365 adoption and support users in leveraging its full potential.
- Support parishes with Audio-Visual queries and resolve in-house or escalate to the relevant third party.
- Deputise for the Technology Services Manager in their absence.

PERSON SPECIFICATION

	Requirements:	
	Essential	Desirable
Education		
Bachelor's degree in information technology, Computer Science, or a related field		Y
M365 Certification including Mobility & Security, Security Administration and Identity and Services		Y
Experience		
Proven experience in deploying, configuring, and supporting Microsoft 365 services, with a focus on user adoption and change management	Y	
Hands-on experience in supporting a Microsoft 365 environment.	Y	
Experience administering and supporting Microsoft 365 services such as Exchange Online, SharePoint Online, Teams, and OneDrive for Business	Y	
Proven experience of Microsoft Azure Active Directory (Azure AD) and experience with identity and access management, including user provisioning, authentication, and authorisation	Y	
Familiarity with Windows operating systems and client management technologies such as Microsoft Endpoint Manager (formerly known as Intune)	Y	
Experience of working in a multi-site organisation.	Y	
Knowledge and skills		
Excellent IT skills	Y	
Sound understanding of ITIL methodologies and processes		Y
Strong project management skills and the ability to manage multiple deployments concurrently	Y	
Excellent Interpersonal skills	Y	
Effective team working and collaboration skills	Y	
Ability to work to deadlines	Y	
Conscientious and loyal to the Mission, aims and objectives of the Diocese, always having regard to its Catholic character	Y	
Ability to work collaboratively with all stakeholders, key to which are clergy, employees and volunteers	Y	
Knowledge of automating administrative tasks using Power Automate	Y	
Other		
High ethical standards and a commitment to honesty and transparency	Y	
A Full driving licence, access to a car, and willingness to travel throughout the Diocese and sometimes the UK	Y	
Flexibility to attend meetings and events outside regular working hours	Y	
Knowledge of and commitment to Diocesan safeguarding policies and procedures		Y