



DIOCESE OF **Hexham & Newcastle**

# **IT Field Engineer**

**Two vacancies**



**Candidate Pack**

# INTRODUCTION

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The Diocese of Hexham and Newcastle is the sixth largest Diocese in England and Wales and is situated in the north-east of England. With an area of 3195 square miles, the boundaries are the border with Scotland in the north and the River Tees in the south. The Diocese consists of 152 separate parish communities, grouped together into 19 Partnerships, within five Episcopal Areas. The population of the region is 2,368,000, with an estimated Catholic population of 214,257. The Diocese is under the leadership of Bishop Stephen Wright who was installed as the fifteenth Bishop of Hexham and Newcastle on 19 July 2023.

The IT Department of the Diocese of Hexham and Newcastle serves in the management of Diocesan information technology for the purposes of its charitable objects. The Microsoft 365 Field Engineer works with the IT Manager in leading the deployment, configuration, and support of Microsoft 365 services within our Parish communities. This includes close collaboration with Clergy, Parish staff and volunteers to assess requirements, provide technical guidance, and facilitate the seamless integration of M365 applications to ensure delivery of the benefits to be gained from implementation. 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 Parish communities.

We have two roles available which are full-time, fixed term contracts for nine months.

## Diocesan Values

Integrity | Respect | Trust | Service | Compassion



# IT FIELD ENGINEER

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## Job Description

### Duties and Responsibilities

#### **Microsoft 365 Rollout to Parish Community**

- Support the development and execution of a comprehensive plan for the rollout of M365 services across Parishes, ensuring minimal disruption and maximum user adoption
- Conduct on-site visits to Parish locations to assess infrastructure readiness, deploy M365 applications, and provide hands-on training and support to Parish Clergy, staff and volunteers
- Collaborate with those who work in our Parishes to promote the benefits of M365 adoption and facilitate the transition from legacy systems to modern cloud-based solutions

#### **General IT Support and Training**

- Provide on-site technical support and troubleshooting assistance to our Parish communities, addressing hardware, software, and network issues related to M365 migration
- Develop training materials, conduct workshops, and deliver personalised training sessions to empower those in our Parishes to effectively use M365 applications and tools

#### **Infrastructure Integration and Management**

- Ensure seamless integration of parish IT infrastructure with M365 services, including network compatibility, security configurations, and data migration

The post-holder must be conscientious and loyal to the aims and objectives of the Diocese, always having regard to its Catholic character.



# Personal Specification

## Education

### Desirable

- M365 Certification including Mobility & Security, Security Administration and Identity and Services
- Bachelor's degree in information technology, Computer Science, or a related field

## Experience

### Essential

- Proven experience in deploying, configuring, and supporting Microsoft 365 services, with a focus on user adoption and change management
- Experience administering and supporting Microsoft 365 services such as Exchange Online, SharePoint Online, Teams, and OneDrive for Business
- Knowledge of Microsoft Azure Active Directory (Azure AD) and experience with identity and access management, including user provisioning, authentication, and authorization
- Experience deploying and configuring Microsoft 365 security and compliance features, such as data loss prevention (DLP), threat protection, and information governance
- Familiarity with Windows operating systems and client management technologies such as Microsoft Endpoint Manager (formerly known as Intune)

## Skills and Knowledge

- Excellent IT skills
- Strong project management skills and the ability to manage multiple deployments concurrently
- Excellent Interpersonal skills
- Effective team working and collaboration skills
- Ability to work to deadlines
- Conscientious and loyal to the Mission, aims and objectives of the Diocese, always having regard to its Catholic character
- Ability to work collaboratively with all stakeholders, key to which are clergy, employees and volunteers
- Ability to adapt to the unique needs and challenges of a faith-based organisation



# Personal Specification

## Other

### Essential

- High ethical standards and a commitment to honesty and transparency
- A Full driving licence, access to a car, and willingness to travel throughout the Diocese and sometimes the UK
- Flexibility to attend meetings and events outside regular working hours
- Commitment to Diocesan safeguarding policies and procedures

# PAY AND CONDITIONS

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## Salary

FTE £26,949, pro rata for the term of the contract to £20,211 pa and a workplace pension scheme where we match up to a maximum of 7.5% of your salary

## Contract

Nine month fixed term contract – subject to satisfactory probationary period

Hours of work: Full-time, Monday to Friday

## Location

St Cuthbert's House, West Road, Newcastle upon Tyne, NE15 7PY - travelling throughout the Diocese

## Benefits

- Holidays: 28 days holiday per year plus statutory holidays, pro rata to 21 days plus statutory holidays for the term of the contract
- Cycle to Work Scheme
- Free on-site parking
- Employee health and well-being support



# APPLICATION PROCESS

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To apply, please send:

- A letter of application saying why you want to work with us and what you'd bring to the role, with examples of how your skills and experience would enable you to fulfil your duties and responsibilities
- A CV, including the names of two people we may approach for professional references
- Please send these by email to [human.resources@diocesehn.org.uk](mailto:human.resources@diocesehn.org.uk)

If you would like to discuss the role, please contact Neil McDonald, IT Manager by email [neil.mcdonald@diocesehn.org.uk](mailto:neil.mcdonald@diocesehn.org.uk) or telephone 0191 2433300. For further information about the Diocese of Hexham and Newcastle visit [www.diocesehn.org.uk](http://www.diocesehn.org.uk)

Deadline for applications: 6 May 2024

# OTHER INFORMATION

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This appointment will be subject to:

- Two satisfactory professional references
- Evidence of right to work in the UK
- Completion of mandatory safeguarding training

## Safeguarding

The Diocese of Hexham and Newcastle is committed to safeguarding all children and vulnerable groups at risk within its community. All employees are expected to contribute to the creation of a safe environment, challenge inappropriate behaviours and report concerns in line with procedures. In fulfilling the duties of this role, the post holder may come into contact with children or vulnerable adults. Therefore, they must adhere to diocesan safeguarding policies and procedures.



## Data Protection

We won't hold information you give us longer than necessary. Our Candidate Privacy Notice is available on our website [www.diocesehn.org.uk](http://www.diocesehn.org.uk)

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