

## Job Description – May 2019

<b>Job Title:</b>	IT Support Analyst	<b>Grade:</b> C
<b>Department:</b>	Information Technology	
<b>Line Manager:</b>	Head of IT	
<b>Head of Department:</b>	Head of IT	

### **Introduction to working at St Paul's Cathedral**

St Paul's draws together a very diverse set of activities, projections and aspirations. It is the Cathedral of the Diocese of London and the seat of its Bishop, a national church and an international spiritual focus, a space for worship and holiness, a place of debate and challenge, an icon of resilience in the face of adversity, an architectural heritage centre, a partner in the City of London, and a commercial enterprise. In addition to holding four services every day (five on Sundays), St Paul's is open for sight-seeing six days a week, and in 2018 welcomed over 850,000 paying visitors.

### **Our Mission Statement**

St Paul's Cathedral seeks to enable people in all their diversity to encounter the transforming presence of God in Jesus Christ.

### **Our Vision**

- St Paul's is seen primarily as a living Christian Church
- We will be a centre for welcome, worship and learning, and through our care and imagination, will inspire successive generations to engage with the richness of the Christian faith and its heritage.
- Working with the Bishop and Diocese of London and the wider Church, we will be a spiritual focus for people across London, the nation and a broader international audience.
- Our work will promote dignity and justice for everyone.

### **Our Values**

**Welcome** – we all offer a warm inclusive welcome to everyone: our colleagues, volunteers and each and every visitor

**Responsible** – we are all responsible for each other and for part of the whole of the Cathedral's work, not the whole of a part

**Effective** – we are professional and do what we say we are going to do

**Nourish** – we have a learning culture, not a blame culture

### **Purpose of the Job**

The IT Support Analyst provides support to ensure IT applications, systems & services are available for use and function as intended; that system held information remains secure; that staff and clergy understand how to use the IT they require to perform their duties. The IT Support Analyst also completes assigned project work to support IT changes, developments and improvements that delivers benefits to the Cathedral. The Canon Treasurer is the Chapter member with responsibility for this area of work.

### **Main Duties**

- Provide helpdesk support to Cathedral users, acting as first point of contact for IT problems, queries and requests. Take ownership for the resolution of issues by investigating and applying solutions, escalating to other parties when necessary.
- Provide support for a range of Cathedral information systems. Understand the business use and general functionality of systems; resolve problems; liaise and work with system suppliers as required; install and test new functionality and releases; complete system administration tasks.
- Provide support for the Cathedral network. Understand the unique network topology; complete assigned system management and monitoring tasks; investigate and resolve common problems; escalate complicated problems to third party support and work with them to provide diagnostic information and apply solutions under instruction.
- Support the Head of IT to introduce changes and improvements to the IT environment. Understand and document user requirements and processes; review new technology; review new functionality and features in existing systems; test changes; develop and document new work processes; pro-actively identify and propose technology improvements.
- Support the Head of IT to improve the general use of IT within the Cathedral. Provide IT training to network users and write user guides.
- Setup AV equipment for Cathedral meetings and events.

Any other appropriate duties that the line manager, senior management or Chapter may request from time-to-time.

*The job description is an operational document that does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of your duties. St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.*

## Person Specification

### Essential

- Capability to learn and apply skills of providing IT helpdesk support to onsite users
- Experience understanding and supporting an organisation's specific business information systems
- A strong understanding of standard desktop applications and user problems
- Excellent customer facing skills, able to work and empathise with a diverse range of people
- A natural problem solver
- Able to adopt a methodical and disciplined approach to work
- Self-motivated and pro-active, able to work independently without supervision
- An appetite to learn and develop relevant knowledge and skills
- Enjoy using technology to improve the way people work

### Desirable

- Experience providing IT helpdesk support to onsite users
- Experience providing network support
- Experience reviewing and documenting user processes as part of a technology change
- Experience completing system testing
- Experience providing user training
- Experience producing documented procedures and user guides

The successful candidate will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.

Applicants must have the right to work in the UK.

## Main Terms of Employment

Salary	£32,159 per annum
Hours of Work	35 hours per week, normally 9.00 am to 5.00 pm, Monday to Friday, to include one Saturday per month. To accommodate occasional workload peaks there may be occasions when you are asked to vary from the standard office hours, for which TOIL will be available.
References and DBS	Appointment is subject to satisfactory references.
Probationary period	3 months

Life Assurance	A Life Cover scheme is in operation.
Pension	The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions.
Holiday	25 days per annum plus eight statutory holidays.

In order to apply, please visit [www.cofepathways.org](http://www.cofepathways.org)

The closing date for applications is 28<sup>th</sup> May 2019.

Interviews will take place on 7<sup>th</sup> June 2019.