

JOB DESCRIPTION	
Job title:	IT Support Analyst
Team/Department:	IT Operations
Location:	Kingston House, Ashford, Kent
Hours of work:	As agreed, and in accordance with the contract of employment
Grade	Tier 3
Job title the post holder will report to:	IT Manager
Job titles of the staff reporting to the post holder:	None
Date the role profile was revised:	September 2026
JOB PURPOSE The post holder will be responsible for providing remote and on-site IT support for Integrated Care 24 users located at our Contact Centres, offices and remote clinical bases during normal business hours and out-of-hours through the on-call rota. Working as part of the IC&T team you will play a part in the maintenance and support of the IT & Telecommunications environments, proactive monitoring of systems and assist with new projects and implementations.	
KEY RESPONSIBILITIES AND ACCOUNTABILITIES • Provide comprehensive support and training to staff using the IT systems including Workstation based applications and Cisco Telephony across the company, including working with third party support organisations to ensure timely fixes are achieved and that service standards maintained • Monitor and resolve 1st / 2nd line Service Desk calls in accordance with defined SLA's, updating the IT Service desk lead on outstanding Incidents, problems, and Service requests. • Provide expert advice to 1st / 2nd line support colleagues at all IC24 locations and external customers • Develop, maintain, and act upon pro-active fault identification and avoidance with best practices, including testing operational sites' services to prove functionality ready for clinical operations • Promote and assist in the development and implementation of fault reporting policies, processes and systems and ensure proper and safe use of IT equipment	

by users, proposing changes to working practices and procedures to comply with new legislation

- Participate as a project team member in IT projects as directed by the IT Service Desk manager
- Maintain the Asset registers for hardware, software and licences required by the company
- Provide support and maintenance for the company's infrastructure and software (servers, workstations, laptops, and all peripherals)
- Drive and promote quality and timely incident reporting, diagnosis and resolution for all IT and Telephony systems
- Promote problem resolution by the analyse of support calls, identify recurrent themes and make recommendations to address these issues to the IT Service desk manager
- Plan tasks and activities which may require adjustment due to variable workload and/or interruptions
- Monitor and maintain the system backup procedures on a daily basis and notify IT Infrastructure of any issues
- Develop and drive excellent record keeping and documentation in relation to Support logs and performance reports
- Establish and maintain effective working relationships and communications with key staff in Integrated Care 24 to support effective working.
- Always ensure confidentiality of patient data, by awareness and compliance with existing legislation and good practice, for example Data Protection Act 1998; Caldicott principles and recommendations; local policies and procedures.
- Cover a shift pattern, to ensure the Service desk is operational 8am - 6pm 7 days a week (08:00-16:00 & 10:00-18:00)
- Provide Out of Hours On-Call Support based on an agree monthly rota for IC24 and Hospital Trust customers and staff.
- Remote site visits will be required as part of the role, these maybe outside of standard office hours, and will be aligned with the toil and travel policy of IC24

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders including the following:

- All members of the ICT Team
- Other managers and operational
- Clinical staff

You will also be working with external suppliers of ICT including those within Commissioning Groups and Health Informatics Services.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of Integrated Care 24 Ltd as set out in the Health and Safety at Work Policy and related Procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

EQUALITY AND DIVERSITY

Integrated Care 24 Ltd has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

Integrated Care 24 Ltd is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures, and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable Integrated Care 24 Ltd to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognize the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

Integrated Care 24 Ltd will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, Integrated Care 24 Ltd will require the post holder

to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, Integrated Care 24 Ltd will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases Integrated Care 24 Ltd will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This Job Description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This Job Description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This Job Description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule, and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

**PERSON SPECIFICATION
IT SUPPORT ANALYST**

Criteria	Standard	Essential (E) or Desirable (D)
Qualifications and Training	Qualified to diploma level in the field of Information Technology or equivalent education and experience combined	E
	European Computer Driving Licence or equivalent	D
	Microsoft or IBM Certified Professional	D
Knowledge, Skills and Abilities	Knowledge of networking and network protocols for basic connectivity testing	D
	Knowledge of Information Governance and Security and confidentiality issues	E
	Knowledge of National Programme for IT	D
	An understanding of the work undertaken by standards bodies such as BSI, CEN, ISO and W3C	D
	Knowledge of ITIL practices and procedures	E
	Familiarity with web-based data management	D
	A good understanding of computers including hardware, networking, and Microsoft software environments	E
Experience	Experience of working within an IT Service Desk environment	E
	Proven appreciation and understanding of the importance of technology for a patient led medical services provider	E
	Experience of working within an IT department using Active Directory for User and Device Management	E
	Proven organised approach to work and the ability to multi-task	E
Personal Qualities	Full UK Driving License	E
	Ability to following instructions	E
	Self-starter & motivated	E
	Ability to work under pressure and to meet tight deadlines	E
	Good problem-solving skills	E
	Customer service driven	E
	Effective time management	E
	Ability to research complex technical subjects	D
	Emotional resilience and effective stress management	D

	Effective communication skills with a variety of media and all colleagues within the company as well as external agencies	D
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