



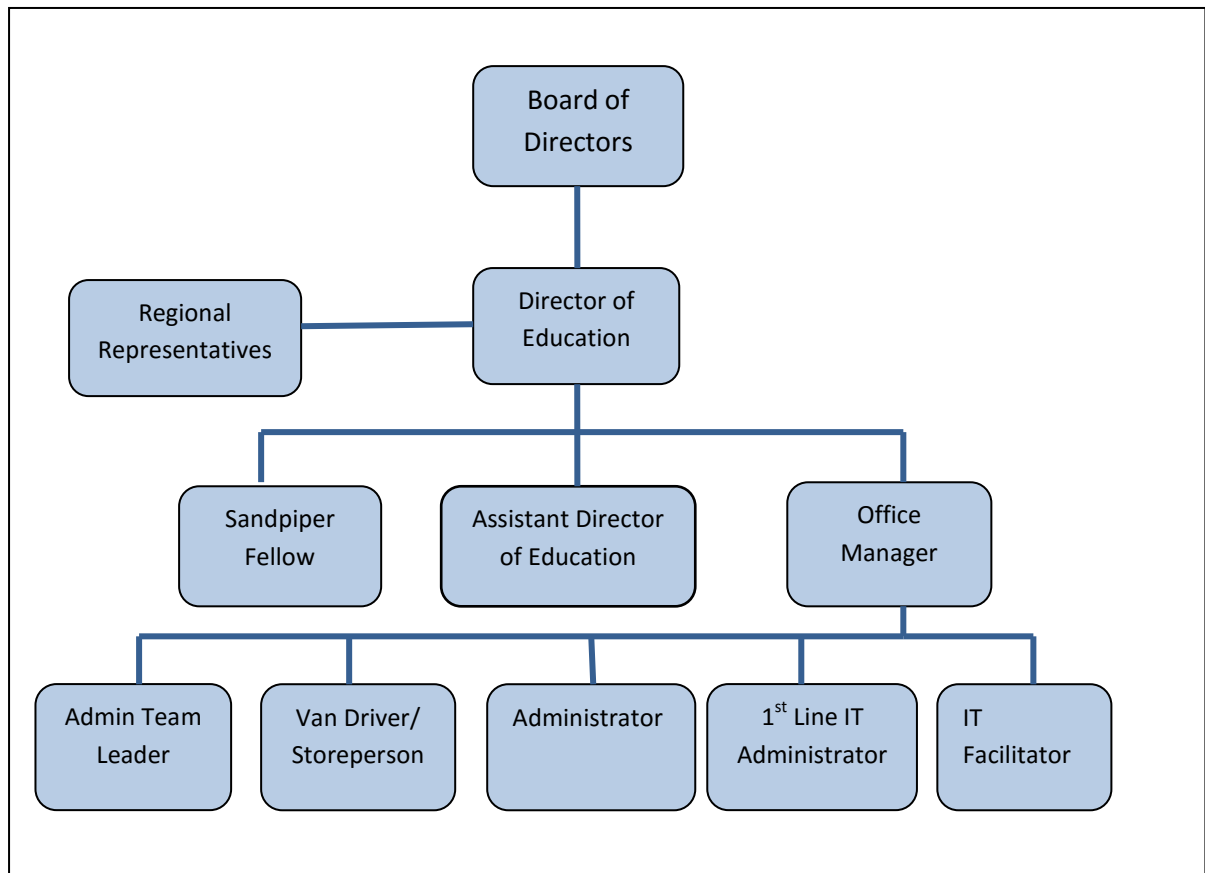
BASICS Scotland

Job Description



JOB DETAILS	
JOB TITLE	1st Line I.T. Support/Administrator
IMMEDIATE MANAGER'S TITLE	Office Manager
JOB PURPOSE	
<p>The purpose of this post is to assist in the day to day operation of BASICS Scotland I.T. systems and provide a 1st line technical support service to both internal staff and external users. This post also requires the successful candidate to provide general administration support within the office, including organisation of course delivered through tele education.</p>	
MAIN DUTIES & RESPONSIBILITIES	
<p>As part of the above role, the post holder will have responsibility for :</p> <ul style="list-style-type: none">• Provide 1st line technical support for staff and external users of our web based systems including websites using Wordpress, E-learning portal using Moodle and video conferencing system using Adobe Connect.• Provide 1st line technical support for users of internal computer systems including use of Windows 7, Windows 10, Microsoft Office 2010 and any other software used to complete tasks within the office.• Provide 1st line technical support for any hardware issues internally and externally.• Manage access to our BASICS Scotland Responders App.• Maintaining and updating existing web sites.• Maintaining and publishing on Social Media (Facebook and Twitter).• Setup / packing up of video conferencing system / broadcasting studio and provide ongoing technical support during meetings and training sessions.• Assist in development and maintenance of internal database systems.• Providing troubleshooting and support to both BASICS Scotland staff and external users on all IT issues.• Assist in filming of teaching and advertising materials.• Design and distribution of marketing materials including posters, flyers & brochures.• Editing and conversion of images using photo editing software.• Co-ordinating and organisation of Tele Education and Remote Skills Courses, including setting up, booking and registration of candidates.• Support to admin team in organisation of courses when needed.• Facilitate on courses, both weekdays and weekends (on a rota basis).• Any other administrative or I.T. related duties as required.	

ORGANISATIONAL STRUCTURE



ROLE OF BASICS EDUCATION SCOTLAND

BASICS Education Scotland was established in 1995 to provide high quality immediate care training to health professionals in Scotland. BASICS Education Scotland provides a variety of educational courses including immediate medical care courses, pre hospital paediatric care courses, major incident courses and emergency medicine courses. Many of these courses are run under license from other organisations such as the Advanced Life Support Group and the Faculty of Pre Hospital Care of the Royal College of Surgeons, Edinburgh. BASICS Scotland works close with The Sandpiper Trust. The trust provides Sandpiper Bags to health service professionals who have completed immediate care training. As well as providing bags, the Trust has provided vehicle locators and additional equipment to responders. In addition, it has provided training equipment, including simulators to BASICS Scotland. This valuable symbiotic relationship makes BASICS Scotland unique amongst training providers in that not only do we provide education, we also provide participants with the equipment they are taught to use.

BASICS Scotland receives funding from the National Health Service Education Scotland (NES) to provide immediate care courses to health professionals working in remote and rural areas of Scotland.

It achieves this by delivering courses in convenient locations throughout Scotland. BASICS Education Scotland

aims to provide all its educational courses in the most supportive, informal and convenient manner as possible to those attending its courses.

In addition to providing training courses, we co-ordinate local Responder Schemes throughout remote and rural Scotland and work closely with Scottish Ambulance Service, the Emergency Medical Retrieval Service and hospital based pre-hospital care teams based in Scotland.

BASICS Scotland Responders are rural GP's, Nurses and Paramedics who have received additional training through BASICS Scotland. Each of our Responders is provided with equipment including a Sandpiper Bag and access to a defibrillator. Many Responders have also been issued with an automatic Vehicle Locator System to allow contact with their local Ambulance Control and tracking of their vehicle's location.

SYSTEMS AND EQUIPMENT

You will be required to use the following:

- Daily use of computer/laptop for prolonged periods of time.
- Standard Microsoft Office programs, eg Word, Excel, Powerpoint, Outlook.
- Moodle system – currently used for VLE.
- Adobe Connect – currently used for video conferencing.
- Adobe Creative Suite – currently used for photo editing, marketing materials and video editing.
- Understanding of online video hosting and survey systems.
- Use of network printers and photocopiers when required.
- Use of Internet.
- Use of telephone systems.
- Use of equipment to provide methods of presenting information such as projectors, video, laptops etc.
- Use of video cameras and recording equipment.

ASSIGNMENT, GENERATION AND REVIEW OF WORK

The post holder will have a level of responsibility and independence and be expected to resolve all day-to-day issues and queries without the need for guidance.

They will be able to prioritise workloads ensuring work plan and assigned projects are well managed and completed on time whilst demonstrating high regard for quality of output as well as completion of the task.

The post holder will meet with management and the clinical development team on a regular basis to discuss progress against their workplan and review priorities.

A formal review of work will be through annual appraisal.

COMMUNICATIONS AND WORKING RELATIONSHIPS

Within your everyday working environment you will:

- Keep your line manager informed of progress against your agreed work plan and highlight any potential issues or risks which may affect project or workplan delivery.
- Select and use appropriate communication styles to convey and provide advice and guidance on a range of technical concepts that are sometimes complex, so that they are understood by specialists and non-specialists.

- Participate in regular team meetings and internal staff events.
- Demonstrate excellent written and verbal communication skills to enable effective delivery by communicating clearly on technical advice and guidance.
- Liaise with external agencies in relation to work and services being delivered in all IT related matters.
- Take responsibility and ownership for tasks and follow through to completion.

MOST CHALLENGING PARTS OF THE JOB

- Being able to communicate with non-I.T. literate users and guide them through resolving any technical problems they may be having.
- Ability to incorporate new technologies and ease transition for staff with minimum disruption to the organisation.
- Providing solutions to problems where there is no known solution and there is a requirement to innovate.
- Maintaining a complex system whilst ensuring website access is easily accessible to all.
- Ensuring all systems are being used to their full potential and maintaining quality.
- Working within financial constraints.

DEMANDS OF THE JOB

- Accurate keyboard skills for inputting data.
- The role may involve dealing with interruptions and requires the ability to multi-task and manage conflicting priorities.
- Time management and the ability to prioritise work is essential.
- The post will require use of a VDU for long periods of time.
- Being able to identify needs within the organisation and provide solutions.

QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

The post holder should have a relevant professional qualifications and/or experience.

Essential

- Qualification in an IT related field, **OR** equivalent and experience working in an IT support environment.
- Experience of problem solving, troubleshooting and support on all IT issues.
- Excellent organisational skills with a high level of competency in using office systems and a working knowledge of Microsoft Office packages.
- Good communication skills (oral and written), working as part of a team and interpersonal skills.
- Highly motivated and enthusiastic with ability to work on own initiative, as well as working as part of a small team.

Desirable

- Knowledge of BASICS Scotland
- Current driving licence.
- Working knowledge of Sage software.
- Knowledge of Adobe Creative Suite (Photoshop/Illustrator)