

Job Description



Job Title: Digital Business Support Technician

Department: Digital Business Support Team

Responsible to: DBST Operations Manager

Primary Work Base: Warwick

(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

Role Purpose:

Working as the front face of ICT within the hospice, the postholder will support: bespoke applications; desktop and laptop systems; mobile devices; and troubleshooting printing devices and network connectivity problems. They will help with training and support of staff with all existing IT systems and rollout of new projects. There is also an expectation to play an active role in the on-call team who will support the hospice out of hours.

Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

End User Support

1. Provide advice and guidance to colleagues regarding incidents and issues
2. Support for remote users for home and out of office working
3. Identify, log and resolve technical problems with software applications or network systems

4. Ensure that work is carried out within agreed service levels and in accordance with department guidelines
5. Maintain ticket databases with up to date solutions and clear record of activities
6. Provide training on the use of Microsoft Windows, Office and third-party software
7. The hospice makes use of many software packages and systems. From time to time it may be necessary to run training or induction sessions on these systems for new and/or existing staff
8. Be part of the one in four on call rota

Technical

1. Commission and install PCs, telephone systems, wireless networks and peripheral devices (such as printers, scanners, mobile/smart phones) related to desktop infrastructure, in accordance with department standards
2. Maintain installed PCs, networks, telephone systems and peripherals with routine maintenance
3. Explain and document technical issues in a clear way to staff

Strategic

1. Change Management for potential system improvements for departments and their systems

Behaviours

1. Providing a high standard service to all staff, communicating clearly, maintaining a professional image and providing regular updates on service tickets.
2. Staying abreast of modern technologies and continually expand technical knowledge and certifications.
3. Maintaining a good understanding of our core managed service offerings.
4. Maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed January 2026