



Job Title	Network & Helpdesk Administrator	Job Description Date	09-02-2026
Department/Team	ICT	Reports to	Head of ICT
Context			
Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.			
We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:			
<ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile 			
As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.			
Role Purpose:			
The Network & Helpdesk Administrator – Role is to support Internal and External Stakeholders on ICT			
Principal Accountabilities: 10-14 outcomes			
<ul style="list-style-type: none"> • User account management on Active Directory (AD) and Azure. • To assist the IT Infrastructure Manager with Meraki switches. • To add users to Mitel system and configure the phones/MiCollab. • To manage the CCTV system and work closely with the security team as required. • To manage the Biometric system and work closely with the security team as required. • To assist the Cyber Security Administrator when required on the day-to-day management of Ruckus system and Wi-Fi. • To Manage with the ICT team the nurse call system in the entire RHC. (training will be provided) • To manage and provide effective and efficient services to all users. • To deal with third parties' software (log calls on behalf of the users, e.g. Exchequer). • To assist users with Microsoft Windows issues. • To be able to create computer/laptop imaging. • To assist with Microsoft Office 365 to all users. • To manage KACE helpdesk support calls • To manage users accounts on (Our Space/Intranet). • To setup pendants, sensors for our clients (In-Pensioners) • To provide basic induction on software we use in RHC to new member of staff. • To provide MFA induction to user when required. • To Set up telephone Analogue Line and/or relocate for Pensioners when required. • To Assist/train the Network Support Officer on Setting up Android Mobile phone for users. • To manage the MFDs Papercut Administration and Printer troubleshooting. • To repair network sockets where possible. • To assist the ICT team as required. 			



Leadership expectations

The role holder is expected to: N/A

Skills Knowledge and Experience

Essential Skills

- Good working knowledge of MS Windows Servers 2019
- Excellent working knowledge of Windows 11
- Good working knowledge of Microsoft Office 365 and Azure
- Good working knowledge of antivirus management
- Good knowledge of MDM

Desirable Skills

- VMWare Enterprise and Virtual Desktop Infrastructure (VDI).
- Meraki Switches and Firewall
- Mitel telephone system (VoIP) system.
- Ruckus system & Wi-Fi technology
- Power BI

Knowledge and Experience

2 to 3 years' experience working with LAN, WAN, VoIP and Microsoft environments. Good technical IT knowledge.

Competence

- Ability to work independently and in a team environment.
- Ability to feel comfortable working with different teams, In-Pensioners, volunteers, contractors.
- Ability to work under pressure while maintaining a good working attitude.
- Good interpersonal skills (both verbal and written).
- Analytical/Problem solving/solution focused.
- Excellent time management and organisation.
- Customer focus.

Qualifications:

- MCSE (Microsoft Certified Engineer)
- Degree on Computing Science (desirable)

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.