

Business Support Administrator/IT Support Volunteer

Role description

Working in close collaboration with the Operations Manager and Business Support Coordinator, you will:

- Provide IT support as required to the paid staff and volunteers of the organisation across the whole range of their duties.
 - Take a leading role in developing and maintaining IT systems to support advice work and local Citizens Advice management.
 - Support the Local Citizens Advice's continuous effort to improve operations and streamline work processes
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Duties and responsibilities

The main duties and responsibilities are likely to include the following:

Business Support Administration

- Provide cover for reception as needed
- Provide additional administration support as needed by the organisation

Maintenance and development of the IT infrastructure

- Assist with development of database and spreadsheet applications as required
- Ensure that antivirus software is kept up to date across all machines at both sites.
- Ensure that a regular back-up routine is followed and checked on a regular basis.
- Make sure that the servers and workstations are kept up to date with the latest security fixes and updates recommended by the software manufacturers.
- Under the direction of the Operations Manager, take a lead on installation and modification of hardware and software.
- Play a role in developing and implementing the IT Strategy.
- Assist Citizens Advice Carlisle & Eden in ensuring its compliance with data protection regulation (GDPR).
- Ensure that software licenses are obtained and updated for all software.

Providing technical support to staff and volunteers

- Respond to requests from computer users regarding hardware, software, or network connection problems or questions.
- Refer the more difficult problems or non-routine requests to other technical support staff or the IT Service Desk.
- Provide "how-to" instructions where needed
- Deliver basic IT training or coaching to individuals and groups of staff and volunteers to enable them to use the software used in the local Citizens Advice.
- Provide assistance/support with website maintenance.

General

- Attend courses/meetings as agreed.
 - Keep up to date on new IT developments.
 - Keep up to date with policies and procedures relevant to Citizens Advice work and undertake relevant training within guidelines issued by the national organisation
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Personal skills and qualities

The following are the personal skills and qualities required by a Business Support Administrator/IT Support volunteer:

- Understanding and operating within the aims and principles of the Citizens Advice service and its equality policies.
- Monitoring and maintaining health and safety standards in the use of IT equipment.
- A positive attitude to self assessment and development.
- Ability to communicate in a one-to-one or group setting regarding technical or non-technical subjects.
- Ability to diagnose technical problems and recommend solutions.
- A broad understanding of the IT requirements of the local Citizens Advice and the solutions available.
- Technical knowledge including Microsoft or Cloud based operating systems, PC hardware and peripherals, diagnostic tools and online monitoring software.
- Understanding of information assurance and data protection.
- Experience in providing first line technical computer support for users and / or network support / administration.