

VOLUNTEER OPPORTUNITY

VOLUNTEER ROLE:	IT Support Assistant
TEAM:	IT
RESPONSIBLE TO:	Richard Shillam
NUMBER OF HOURS:	4 to 24 hours per week
JOB PURPOSE:	

You will provide support to the IT department and to the office staff in all aspects of our IT systems.

KEY ACTIVITIES

1. 1st Line IT Support – replying to support “tickets” and troubleshooting.
2. Producing and updating technical diagrams.
3. Sorting, organizing and maintaining cables, servers and computer hardware in our comms room.
4. Writing knowledge articles to support our office staff to understand our systems better and use them more efficiently.
5. Planning and implementing upgrades to software and hardware.
6. Researching and procuring IT equipment.
7. Provision and Installation of new PCs and Laptops.

It would be helpful to have a few hours in the office each week to meet with the IT Support Technician, however there are many tasks that could be carried out remotely, outside of normal office hours.

