

# I.T. SUPPORT VOLUNTEER

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**Expectation of 2 days per week 9:30 -4:pm.**

## Purpose of the role

- Provide IT support to the paid staff and volunteers of Citizens Advice Enfield services across the whole range of their duties. Assistance usually involves field troubleshooting or providing support for systems software, local area network (LAN) connections, computer hardware (such as network servers, printers, switches, routers), and commercial software packages (such as word processing, spreadsheets, electronic mail, and calendaring applications).
- To assist in the use and development of IT resources in the bureau.

## Main duties and responsibilities include:

### Developing IT in the bureau

*Citizens Advice Enfield services uses Windows 7, Windows 10, Windows Server 2012 and 2016, Active Directory and Microsoft 2010 and 2013.*

- Have a broad understanding of the IT requirements of the bureau and the solutions available.
- Contribute to the bureau's continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### Level 3:

- Play a major role in developing and implementing the Citizens Advice Enfield IT Strategy.

### Maintaining the IT system and providing technical support

- Respond to requests from computer users regarding hardware, software, or network connection problems or questions.
- Resolve problems or provide "how-to" instructions.
- Ensure that a regular back-up routine is followed and checked on a daily basis.
- Ensure that anti-virus software is kept up to date across the network.
- Make sure that the servers and workstations are kept up to date with the latest security fixes and updates as recommended by the software manufacturers.
- Refer the more difficult problems or non-routine requests to other technical support staff
- Place service calls with vendors and co-ordinate service for the user.
- Advise users of the ongoing status of their request when necessary.
- Review records to check hardware / software inventory, update service calls, and verify or modify user identification records.
- Update and revise reference materials and work procedures.
- Ensure that all work carried out is documented and clearly understandable.

- Ensure that Health and Safety Regulations for Display Screen Equipment are in place and staff and volunteers are aware of them.
- Ensure that software licences are obtained and updated for all software.

#### Level 2:

- Coach users in software use.

#### Level 3:

- Be responsible for the bureau data protection policy and GDPR.
- Manage, administrate and develop the bureau local area network including security and day to day supervision of the bureau internet and email system.
- Take responsibility for all purchasing of IT equipment.
- Take responsibility for all installation and modification of hardware and software.
- Assist with development of database and spreadsheet applications.
- Arrange disposal of old IT equipment.
- Develop and maintain bureau website hosted externally.

### Training

- Carry out basic coaching for other IT users.

#### Level 2:

- Deliver basic IT training to individuals and groups of staff and volunteers to enable them to better use the software used in the bureau.
- Deliver training using in house training materials to enable staff and volunteers to reach Key Skills for Computer Users Level One.
- Carry out coaching for other IT users.

#### Level 3:

- Manage and deliver IT training to individuals and groups of staff and volunteers to enable them to use the software used in the bureau.
- Deliver training using in house training materials to enable staff and volunteers to reach Key Skills for Computer Users Level Three.

### Personal and professional development

- Attend courses / meetings as agreed.
- Keep up to date on latest IT developments.
- Prepare for and attend regular supervision sessions.

### Other tasks and responsibilities

- Uphold the aims and principles of the Citizens Advice Enfield service and its equality and diversity policies.
- Keep up to date with policies and procedures relevant to bureau work and undertake relevant training within guidelines issued by Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

- Attend appropriate internal and external meetings as agreed by service manager.

## Personal skills and qualities that an IT worker needs:

### Knowledge of:

- Microsoft Server operating systems (Windows 2012 and 2016)
- Understanding of Active Directory (DNS, DHCP, Group Policy)
- Understanding of Exchange 2010 email system
- PC and laptop hardware and peripherals
- Microsoft Office Suite (Office 2010 and 2013)
- Understanding of website technologies (HTML, php, aspx ,etc)
- Diagnostic tools and online monitoring software

### Ability to:

- Communicate in a one-to-one or group setting regarding technical or non-technical subjects.
- Understand and apply written material.
- Input data or information accurately.
- Learn role-related material through oral instruction, observation and reading.
- Diagnose technical problems and recommend solutions.
- Monitor and maintain health and safety standards in the use of IT equipment.
- Monitor and maintain own standards.
- Work on own initiative, prioritise own work and meet deadlines - within established procedures and guidelines.
- Demonstrate good interpersonal skills.
- Understand and operate within the aims and principles of the Citizens Advice Enfield service and its equality and diversity policies.
- Operate safely within health and safety policies and procedures.

### Level 2:

- Train staff and volunteers on an individual or group basis and monitor progress.

### Level 3:

- Develop training materials.
- Plan strategically into the Information Age.
- Design and maintain a web site.

## Experience and training:

- Paid or unpaid experience in providing first line technical computer support for users and / or network support / administration.

### Level 3:

- Paid or unpaid experience in providing second line technical computer support for users and / or network support / administration.