

**I.T. CO-ORDINATOR POST**

JOB DESCRIPTION AND PERSON SPECIFICATION.

**Job Description**

**Role purpose and context:**

To provide support for I.T. users and to maintain and develop I.T. services at Inverness Badenoch and Strathspey CAB. The services include a share network with about 100 PCs and a VoIP digital phone system at main office at Inverness.  We have 3 sites and many staff who home work.

The I.T. coordinator reports to the Business Development Manager and Chief Executive.

**Developing I.T. within the bureau:**

* Have a broad understanding of the I.T. requirements of the bureau and the solutions available.
* Contribute to the bureau continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
* Play a major role in developing and implementing the bureau’s I.T. Strategy

**Maintaining the I.T. 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
* Maintain a register of all I.T. Equipment and develop a rolling replacement programme.
* Instil the discipline of standardisation of approaches to fonts, desktops, formatting, email signatures etc.
* Ensure that a regular back-up routines are followed and backup integrity is checked regularly
* Ensure that anti-virus software is kept up to date
* Keep workstations up to date with security updates and new versions of installed software such as benefit calculation programs
* Refer more difficult problems to other technical support staff or the Citizens Advice I.T. Service Desk
* Liaise with vendors and service providers as needed
* Advise users of the ongoing status of their request when necessary
* Maintain records including hardware / software inventories,  service calls, user records and procedure guides
* Ensure that all work carried out is documented and clearly understandable
* Ensure compliance with Health and Safety Regulations for I.T. equipment
* Ensure that software licences are obtained and updated for all software
* Coach users in software use
* Be responsible for the bureau data protection policy
* Take responsibility for all purchasing and installation of I.T. equipment and software
* Assist with development of database and spreadsheet applications
* Arrange disposal of old I.T. equipment

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**Training:**

* Carry out basic coaching for other bureau I.T. users
* Deliver and if required design basic I.T. training to individuals/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/volunteers to reach a basic and standard working level.
* Carry out coaching for other I.T. users as required.
* Manage and deliver I.T. training to individuals and groups of staff and volunteers to enable them to use optimally the software used in the bureau. Deliver training using in house training materials to enable staff and volunteers to use systems to their full potential.

**Personal and professional development:**

* Attend courses / meetings as agreed
* Keep up to date on new I.T. developments
* Prepare for and attend regular supervision sessions

**Other tasks and responsibilities:**

* Uphold the aims and principles of the CAB 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 Scotland
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Attend appropriate meetings as agreed by line manager
* Support campaign work with I.T. solutions
* Support bureau website and social media

**Person Specification**

* Knowledge of Windows 10 operating systems
* Knowledge of share networks and Wi-Fi connectivity
* Knowledge of PC hardware and peripherals
* Knowledge of Microsoft Office Suite 365 or similar
* Knowledge of PC and network troubleshooting techniques
* Knowledge of diagnostic tools and online monitoring software
* Familiarity with remote access services used for I.T. support
* Ability to communicate in a one-to-one or group setting regarding technical or non-technical subjects
* Ability to understand and apply written material
* Ability to input data or information accurately
* Ability to learn role-related material through oral instruction, observation and reading
* Ability to diagnose technical problems and recommend solutions
* Ability to monitor and maintain health and safety standards in the use of I.T. equipment
* Ability to monitor and maintain own standards
* Ability to work on own initiative, prioritise own work and meet deadlines - within established procedures and guidelines
* Ability to demonstrate good interpersonal skills
* Ability to understand and operate within the aims and principles of the Citizens advice service and its equality and diversity policies
* Ability to operate safely within health and safety policies and procedures
* Ability to train staff and volunteers on an individual or group basis and monitor progress
* Ability to develop training materials
* Experience of maintaining a web site
* Experience in providing technical support for computer users ​