



Role Description

VOLUNTEER

I.T. Technical Support

One Year Fixed Term Contract

From 1st April 2019 to 31st March 2020.

Hours of volunteering

Flexible working hours, week days

Reporting to:

Reporting to the Charity Manager / Project Manager

Aim of the Volunteer I.T. Technical Support role:

The main role of the Volunteer I.T. Technical Support is to find more efficient ways in which feedback from service users can be collected in order to monitor the performance of our services. Updating the company website, and devices will also be required.

Tasks:

- Design programmes that can help us to collect data more efficiently in order to measure the performance of our services.
- Develop and install communication tools that families can use to access activities and services
- Update the company webpage
- Install software onto a range of devices
- Design forms and databases
- Diagnose and solve hardware / software faults



- Make hardware recommendations
- Attend training relevant to the role
- Manage data in line with the Data Protection Act and Safe Recording of Information Policy.
- Professional/personal development

Person Specification

- To have an empathetic approach to individuals with ASD and related conditions, their families and carers.
- Have a positive attitude and patient work ethic.
- Keen attention to detail
- To be proactive and have a team approach.
- Excellent interpersonal skills
- Excellent communication skills
- Aptitude to learn
- Flexibility in approach
- To have the ability to use initiative.



Qualifications

Essential

- Minimum of 1 years' experience in information technology or technical support
- Extensive familiarity with Windows operating system
- Previous administration experience
- Excellent reporting skills
- Good standard of education including English at GCSE grade C

Desirable

- Working knowledge of security software options and functionality

Confidentiality & DBS

During the course of employment, staff may have access to Confidential Information. Any Confidential Information, whether oral, written, or electronic, should be maintained in a manner that ensures its confidentiality.

All post holders will have to undertake an enhanced DBS check as per our Child protection policy.