



Chelmsford Citizens Advice are looking for a volunteer

IT Hardware Support person

The role of IT Support is:

To support and maintain in-house computer systems, desktops and peripherals

Be responsible for installing, diagnosing, repairing, maintaining and upgrading hardware and equipment whilst ensuring optimal workstation performance

Ensure desktop computers interconnect seamlessly with diverse systems including file servers, email servers, application servers and administrative system

This role will be assisting the IT Systems Administrator in the IT infrastructure, including email systems and data storage solutions, servers, and network communications

Screen, refer and diagnose internal issues & work requests that relate to maintenance or personal computers and other related systems

Resolving first and second line help desk problems. Answering queries by telephone in support of internal and external connected PC's
Preparation of help desk incident reports

Assist in hardware and software evaluation

Other requirements:

Strong knowledge of Windows Desktop OS

Conduct work with little instruction, general to detailed instructions on newly introduced assignments

Good understanding of a job that applies knowledge and skills to complete a wide range of tasks

Have a commitment to the aims and principles of the Citizens Advice Service

All work will need to conform to the standards set out by Citizens Advice and detailed case records will need to be maintained at all times. Again, full training will be given to enable our volunteers to undertake this very rewarding role.

