

IT Support Assistant

The purpose of the IT support assistant role is to assist in the use of IT resources within our local office.

Time commitment

- 7-21 hours / week
- Onsite Chelmsford CM1 1FW
- Travel expenses will only be paid within the borders of Chelmsford City Council.
- As a general rule our minimum time commitment is 6 months, but we promote flexibility and are open to all expressions of interest.

Key responsibilities - What will you be doing?

Main duties and responsibilities:

- Have a broad understanding of the internal IT requirements and solutions available.
- Contribute to the continuous effort to improve operations and streamline work processes.
- Respond to requests from computer users regarding hardware, software, or network connection problems or questions.
- 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.

What are we looking for? - Skills and qualities an IT support assistant needs:

Skills

- Database / CRM development
- Digital and IT strategy
- Network / system management
- Project management / Product owner
- Software and web development

Knowledge of:

- Microsoft operating systems.
- PC hardware and peripherals.
- Microsoft Office.
- Diagnostic tools and online monitoring software.
- Experience in a similar role

Ability to:

- Communicate in a one-to-one or group setting regarding technical or non-technical subjects.
- Input data or information accurately.
- Learn role-related material through oral instruction, observation and reading.
- Diagnose technical problems and recommend solutions.

What difference will you make?

Citizens Advice was set up to assist people during, and following, the Second World War. With war comes social and economic crisis and it was recognised that people would require advice on a range of issues impacting their life. On 4th September 1939, the first 200 'bureaux' were opened. Citizens Advice Chelmsford followed on a month later in October 1939.

From the start, volunteers ran the service working from public buildings and private houses. Advisers dealt with problems relating to the loss of ration books, homelessness and evacuation.

They also helped to locate missing relatives and prisoners of war. Debt quickly became a key issue as income was reduced due to call-ups.

As the service has grown to meet the ever changing needs of society, one thing that's remained throughout is the charity's values, aims and principles. Citizens Advice continues to provide a free, independent, confidential and impartial advice service to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The aim is to provide the advice people need for the problems they face.

This free, independent, confidential and impartial advice service would not be possible without the countless number of volunteers who selflessly give up their time to help others. It is their dedication that enabled Citizens Advice to continue to grow; celebrating its 75th anniversary in 2014, and more recently winning Charity of the Year 2015.