

## **Job Description**

### **IT Systems Assistant**

**Responsible to:** Head of Finance

#### **Brief overview of the role:**

The role is primarily to roll out Windows 11 operating system upgrades across all our hardware under the supervision of the IT Systems & Data Officer and support from our IT partners. This role will require a blend of on-site (at various locations), and remote support for our users. This role will also require you to be able to assist in trouble shooting, maintenance, installation and upgrades through basic First-Line IT support.

#### **Main duties:**

1. To have a good working knowledge of database systems including Microsoft Excel
2. To upgrade hardware memory where appropriate to facilitate the upgrade to Windows 11 operating system
3. To roll out Windows 11 operating system to all laptops in AUKWSBH
4. To assist with First-Line IT support issues where appropriate, including daily monitoring and triage of the IT Support mailbox
5. To assist the IT Systems and Data Insight Officer with basic administration of Office365, SharePoint and Azure AD, including Starters & Leavers, Mailbox & Password creation and updating Distribution Groups and shared mailboxes
6. To be responsible for the regular maintenance of information including data entry, updating and merging records
7. To be responsible for carrying out key data protection tasks, such as large-scale data destruction as required
8. To ensure that changes to data collection and management systems are clearly communicated to staff and volunteers
9. To support the maintenance and development of our non client-based database; the AGEUKWSBH Resource Centre

#### **Governance:**

- Commitment to AGEUKWSBH's vision, mission and values
- Understanding of, and adherence to the organisational Code of Conduct, supporting positive change across the charity
- To adhere to all health and safety, and legal requirements in line with AGEUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance
- To ensure data and administrative processes are adhered to in line with AGEUKWSBH policies and the Data Protection Act 2018
- To attend/undertake relevant and mandatory training as required
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk
- To help deliver the objectives as set out in the organisational strategic plan
- To adhere to all other organisational policies and procedures

#### **Key contacts and relationships:**

Internally the post holder will work closely with the IT Team and the Finance Team. Also, Service Managers and colleagues across the wider organisation. Externally, to occasionally contact our external IT Support company

**Equality, diversity and inclusion:**

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation

**Scope of job description:**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Person Specification – IT Systems Assistant**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Sound experience of using data management systems such as Microsoft Excel	√	
Experience of excellent customer service	√	
<b>Knowledge / Qualifications</b>		
A very good understanding and commitment to confidentiality and data protection legislation	√	
A very good knowledge of Microsoft Office 365 products, Azure and Microsoft Windows	√	
A basic knowledge of using Microsoft Forms and Power Apps		√
<b>Skills</b>		
Ability to manage multiple tasks and priorities, meeting deadlines effectively	√	
Sound problem-solving skills with the ability to diagnose issues and find suitable solutions	√	
Ability to work as part of an effective team and on your own	√	
Strong verbal and written communication skills, with the ability to explain technical issues to non-technical users	√	
Ability to interact with all levels of staff in a clear and professional manner	√	
Strong attention to detail	√	
<b>Other requirements</b>		
A full driving licence and use of a car to facilitate regular travel across AUKWSBH locations	√	
A basic understanding of sustainability to help deliver effective and focused services that also minimise environmental impact	√	