Volunteer Request Form

London City Mission

MINISTRY NAME	Information Technology
POSITION TITLE	IT Assistant
OVERSIGHT	Sarah Hombarume
LOCATION	175 Tower Bridge Road, SE1 2AH

Ongoing	HOURS	
From: ASAP	Monday	
	Tuesday	10am -4pm
Start:	Wednesday	Flexible hours
	Thursday	
Finish:	Friday	
	Saturday	
	Sunday	

General Summary of Position

Do you have a passion both for technology and for helping people? This is a great opportunity for someone with strong passion for IT, looking to develop their (IT) knowledge and skills in a supported environment. The individual appointed would be a part of a (very) small and dynamic team with wide range of opportunities and career development.

You'll also assist in any other administrative support duties, as required, to meet specific operational objectives. This job description is not necessarily comprehensive, and the post-holder will be expected to undertake any other reasonable tasks associated with this role, including both hardware and software solutions.

Tasks

- Ensure telephone system is up to date, and make changes as needed.
- Assist in managing email and telephone enquiries.
- Provide timely solutions to both hardware and software issues.
- Decommissioning of redundant IT equipment, and either preparing for recycling or for re-deployment.
- Checking the daily offsite cloud backups.
- Monitoring disk usage by departments in shared areas.
- Assist in getting quotes, ordering and raising purchase orders for hardware, software and supplies.
- Monitor and manage stock levels of equipment, consumables, including arranging and ordering.

- Work as part of a small team, to ensure machines have had updates and patches applied.
- Maintain and update the Asset inventory with details of new purchases, removing old assets and ensuring all IT assets are listed.
- Assist with talking to suppliers, including raising purchase orders, getting quotes and purchasing goods or services
- Arrange installations, upgrades, licenses and renewals with various suppliers
- Ability to take technical instructions and carry them out accurately
- Enthusiasm and eagerness to learn
- Manage all incoming technical support calls and emails to ensure that all requests for support from each site are met and responded to in an efficient and effective manner and log support issues
- Triage, resolve or escalate support calls within agreed timescales
- Helping with IT asset and inventory list
- Assist IT team with all day to day administration stuff

This is not necessarily a comprehensive job description but offers the applicant a guide to some of the jobs that take place in the IT team at London City Mission.