



## Job Description

<b>Job title:</b>	IT Support Co-Ordinator
<b>Accountable to:</b>	Director of Finance and IT
<b>Reporting to:</b>	Manager of Finance and IT
<b>Hours:</b>	21 hours per week (ideally spread across 3/4 days per week)
<b>Salary:</b>	£29,698.76 (FTE)+ 7% non-contributory pension scheme (after qualifying period).
<b>Location:</b>	Orchardville, 144 – 152 Ravenhill Road, Belfast BT6 8ED (Role is Office based at address above but, travel to other Orchardville locations may be required)
<b>Holidays:</b>	25 days + 12 statutory days (pro-rata)
<b>Duration:</b>	Permanent (subject to funding)

### Main Purpose:

We are seeking a dedicated and skilled IT Support Technician to join our team on a part-time basis. The successful candidate will provide technical support and assistance to our staff, clients and volunteers, ensuring the smooth operation of our IT systems and infrastructure. This role is crucial in helping us achieve our mission by maintaining and improving our digital capabilities.

### MAIN RESPONSIBILITIES:

#### IT Support

- Provide first-line technical support to staff and volunteers, resolving IT-related issues promptly and efficiently.
- Install, configure, and maintain computer hardware, software, and peripherals.
- Assist with the setup and maintenance of network infrastructure, including routers, switches, and wireless access points.
- Ensure the security and integrity of our IT systems by implementing and maintaining appropriate security measures.
- Perform regular system updates, backups, and maintenance tasks to ensure optimal performance and reliability.
- Provide training and support to staff and volunteers on the use of IT systems and software applications.
- Maintain accurate records of IT assets, incidents, and support requests.
- Collaborate with external IT service providers and vendors as needed.

#### Other

- The post holder is expected to be flexible and undertake other duties and additional tasks that may be required due to changing priorities or circumstances within reason and competence.



This job description may be subject to change in line with the changing needs and demands of the organisation.

## Personnel Specification

### Essential Criteria

- 5 GCSE's (Grade A\* - C) or equivalent including Maths and English
- Level 3 qualification in IT subject
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### AND

- Current full driving license, valid in the UK, and access to a car or other form of transport which will permit you to carry out the duties of the post in full.  
*N.B: Alternative transport methods will be considered for those who have a disability and cannot obtain a driving license.*
- Proven experience in an IT support role, preferably in a charity or non-profit organization.
- Strong knowledge of computer hardware, software, and networking principles.
- Proficiency in troubleshooting and resolving technical issues.
- Familiarity with Windows and Mac operating systems.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong organizational skills and attention to detail.
- A commitment to the mission and values of the charity.

### Other Requirements

- The post-holder will be required to travel other Orchardville locations and to external stakeholder premises on a regular basis and therefore the successful candidate must have or be prepared to arrange "Business Use" car insurance to fulfil the duties of the role.
- The successful candidate will be required to undergo an Enhanced Access NI check, which will be funded by Orchardville.

### Desirable Criteria

- 'A' Level standard of education or above
- 1 year's experience of in an IT environment in a voluntary / charitable organisation

**NB: Criteria may be enhanced to assist short-listing.**

Required Behaviours
Strong outcome focused approach with the self-motivation and confidence to succeed
Demonstrate good organisational skills, time-management skills and strong attention to detail
Demonstrate flexibility within role demands
Ability to use initiative and make decisions within remit
Ability to demonstrate good communication – including written and verbal communication skills.
Proven track record of working within a team to achieve outcomes
Confidentiality in all aspects of role
Demonstrate organisational values of Empowerment, Quality, User focused, Integrity, Passion <b>(EQUIP)</b>