

## CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Job Title: IT Support Officer

Grading: NJC Point 27-30 (£22,958 - £25,472) depending on experience

Responsible to: Head of ICT

Hours: 5 days per week (37 hours)

Type of Contract: Fixed Term Contract until 31<sup>st</sup> March 2013. Possibility of role becoming full time, dependent on funding

Location: Cambridge Bureau & other sites throughout Cambridgeshire

### Main Responsibilities

1. Primary point of contact and support for the roll out and maintenance of self-help advice kiosks and video links across partner sites and outreach offices in Cambridgeshire, as part of the Nominet Trust Project – Positive Pathways to Advice
2. Provide telephone support and onsite training to project participants to ensure high levels of availability.
3. Work with service users and our retained web developer to develop the advice pages for usability and multi-platform access
4. Monitor and report on usage and up-time
5. Desk-side IT support to users in Cambridge head office, both CAB staff, volunteers and third party AdviceHub members.
6. Assist the Head of ICT with infrastructure projects such as LAN/WAN upgrades, software roll outs and hardware renewals.

### Required Knowledge and Skills

- Knowledge of Microsoft Office
- Knowledge and experience of TCP/IP networks, DHCP, NAT, LAN, WAN technologies
- Familiarity with remote support and configuration software such as GoToMyPC
- Worked with MS Active Directory, Server 2003/2008

### Additional Skills

- Microsoft Exchange 2010
- Microsoft OCS \ Lync
- Familiarity with Cloud based application delivery
- Citrix Presentation Server
- Microsoft Sharepoint

## Professional Development

- To attend courses/meetings as required
- To prepare for and attend regular supervision sessions

## Other Duties and Responsibilities

- Understanding of and commitment to the aims and principles of the CAB service and its FAIR and equality opportunities/diversity policies
- An active commitment to promoting Social Policy as a key driver for effecting positive change for our clients.
- A commitment to working as a team player – having a flexible approach to covering functions that may be outside a specific job
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

The successful applicant will be required to make site visits during normal office hours. Mileage allowance will be paid.

## Nominet Trust Project Overview

**Background:** “Nominet Trust was established in January 2008 by Nominet, one of the world’s largest Internet registries, which maintains the .uk register of domain names. As part of Nominet’s public purpose, Nominet Trust was set up to fund internet-based projects that make a positive difference to the lives of disadvantaged and vulnerable people”.

## Cambridge & District CAB – Positive Pathways to Advice

**Aim:** The project will further develop alternative mechanisms for providing advice (or access to advice) so that we can fully utilise the power of ICT to help people in more remote places and in community settings

### Three key objectives of the model:

- Through the introduction of new technology and web based services increase access to core/generalist advice services to more clients in their communities (8000 clients get access to advice through the countywide network of kiosks and using the advice website)
- creating new, and developing existing, partnerships to ensure a full range of specialist level services for all clients who need them wherever they are and not just the select few who happen to be within physical reach of advice services.(Service mapping. Increase the use of Gateway/triage assessments in the community. Deliver training to 300 frontline volunteers/staff/clients)
- environmental benefits of reducing the need for travel by either clients and/or advisers, and reduce costs by making use of innovative ideas and IT systems and tools achieving efficiencies by sharing resources across the partnership and working “smarter” (Introduce video conferencing and other “face-to-face” technology to deliver

advice and training remotely. Increase the Advicehub partnership by 25 and enable partners to use video conferencing for advice )

<b>PERSON SPECIFICATION</b>		
<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills and Abilities</b>	Ability to carry out routine maintenance/troubleshooting tasks	Tact & integrity when dealing with staff and public
	Ability to work methodically and meet project deadlines	
	Ability and willingness to maintain confidentiality at all times	
	Ability to communicate technical concepts to stakeholders, partners and staff	
	Proficient at reporting to senior management as and when required	
	A full driving license and own vehicle	

January 2012