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**Title:** IT Support Volunteer

**Basis:** Voluntary

**Safeguarding:** No Disclosure or PVG checks necessary

**Responsible to:** Senior IT Support Engineer

**Responsible for:** Supporting the smooth running of the IT team and services.

**Summary of the role:**

The IT team at Bethany Christian Trust facilitate the work of over 160 staff members through the maintenance of integral services. A volunteer is needed to support the team in their work.

**General responsibilities:**

* Answering phone and IT queries
* Looking after the Active Directory
* Undertaking any necessary IT admin tasks
* Providing support to the IT team

**Important pre-requisites for the role:**

* Bethany has a wide range of hardware and software. The volunteer should have some experience of IT systems of this complexity and feel confident using and advising on them.
* The volunteer should also be willing and able to expand their current IT knowledge and experience.
* This role will require an organised approach, and an ability to prioritise tasks to ensure that deadlines are met.
* Once the volunteer is trained, the role will require completing tasks alone, and so a volunteer should be comfortable doing so.
* A volunteer should also, however, know when to ask for help or direction from their supervisor.
* At times, the team can be under acute time pressure-e.g. an important service malfunctioning. Though not responsible for this, the volunteer must be comfortable working in such an environment
* Though the role does not require the volunteer to be a Christian, they must be aware and respectful of the Christian ethos upon which Bethany Christian Trust is founded.

**Location**

* This role will take place at Bethany’s head office at 65 Bonnington Road, in the Leith area of Edinburgh

**Pattern of hours**

* We ask that volunteers do not volunteer more than 16 hours a week, and on a maximum of four days a week. The exact pattern is to be agreed between the volunteer and the supervisor but, by the nature of the role, will need to occur during office hours (Monday- Friday, 9-5).