**Staff Job Description**

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| Position Title: | **IT Support Officer** |
| Salary: | GH Scale 5/22 £20,344 pro rata |
| Status: | Part-time, 25 hours per week - worked over five days (Mon – Fri) |
| Reports to: | Communications Manager |

**Purpose and vision for role**

This position has evolved out of our growing IT Infrastructure and technology needs. We are looking for someone with a high level of technical expertise to work as part of the IT team to look after the organisation’s existing IT infrastructure and support our digital communications.

The current IT team consists of the off-site IT Consultant (who has developed the IT systems currently in use at Gaia House), the Communications Manager and the Admin manager.

There is flexibility around when hours are worked, with requirement for occasional on-call back up to trouble-shoot when necessary.

Key information about our current IT infrastructure is given on an accompanying background sheet.

**Key tasks and responsibilities**

**IT infrastructure**

* Maintain, upgrade and develop our IT systems, hardware and software, in collaboration with the IT team:
* Support and develop the in-house network, and problem solve issues as required
* Advise on purchase and set up of new equipment
* Train and support staff in IT systems where appropriate, producing “how to” instruction sheets as necessary
* Trouble-shoot system or equipment failure and develop protocols for staff to follow
* Maintain, support and problem solve our broadband and telephone services and develop these appropriately
* Extend the documentation of our IT infrastructure, including updates

**Database development and administration**

* Assist our IT Consultant with development work on the database
* Assist with the update and integration of the database and website with our annual programme information
* Design and produce queries on the database
* Extend the documentation of our database in collaboration with the IT Consultant

**Website**

* In liaison with the IT Team, keep the website up to date, e.g. retreat availability, lift share board, teacher profiles etc.
* Assist the Communications Manager and Outreach Development Officer with online publicity, fundraising and outreach activities as required

**Project work**

* It is anticipated that the IT Support Officer will work with the Communications Manager and Outreach Development Officer to help develop the digital component of new activities.

**General duties**

* To work as a member of the staff team and report to the Communications Manager
* To exercise commitment to diversity
* To carry out other duties at a similar level of responsibility and pay from time to time

**Person Specification**

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| --- | --- |
| IT Expertise   * Extensive knowledge of Office suite of software, including Access and Email * Proven experience and success working within Windows environments * Experience in and development of networks * Database (MS Access) development experience * Some experience in managing of websites; ideally in Wordpress | Essential  Essential  Essential  Desirable  Desirable |
| Willingness to work collaboratively with Gaia House’s IT Consultant | Essential |
| Highly organised with creative problem-solving skills | Essential |
| Attention to detail/accuracy | Essential |
| Ability to work under pressure, use initiative and be proactive | Essential |
| Adaptable and flexible attitude, including occasional on-call back up | Essential |
| Educated to A Level or NVQ Level 3 Management standard as minimum | Essential |
| Ability to work collaboratively as a member of a small team | Essential |
| Meditation experience, preferably in silent retreats | Desirable |
| Awareness of the offerings of Gaia House and its ethos | Desirable |

**Recruitment Timetable:**

**Deadline for applications is strictly noon on Mon 23rd November 2015.**

**Interviews will take place at Gaia House on Mon 7th or Tues 8th December 2015.**