



Support Services Supervisor: ICT & Digital

Job description and person specification

Citizens Advice Sheffield

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

Main purpose of the job

Your role is to ensure the smooth, efficient and effective running and development of all aspects of our ICT systems, including Google Workspace, Zoom Telephony and Meetings and our case management systems as well as our ICT infrastructure. This will include both responding to performance, capacity and security issues as well as proactively developing our systems and being involved in digital innovation.

You will be the main contact person managing a range of external ICT related contracts, including our ICT support provider. You will also play a key role in developing the skills of our staff teams by providing materials and training to support their use of our ICT tools in their roles, and promoting best practice in information assurance.

You will be part of our support services team, including four other support service supervisors. You will work closely with your colleagues to ensure that all support service functions are delivered.

Responsible to

Head of Resources and Organisational Development

Responsible for

Administrative staff as appropriate

Main duties and responsibilities

- Identify, investigate and resolve capacity, performance and security issues relating to the ICT infrastructure in liaison with colleagues and our ICT technical support supplier
- Assist with digital innovation and ensure our ICT infrastructure meets the requirements of our service strategy, ICT strategy and financial budgets
- Managing and developing our systems and accounts including:
 - Google Workspace
 - Referral and case management systems
 - Zoom telephony & conferencing
 - Google based Mobile Device Management
 - networks (including Routers, Switches, Firewalls, WANs/LANs)
 - equipment (laptops, PCs, peripherals, printers, scanners, copiers)
 - our websites and online accounts
- Ensure all of our systems function securely in line with our information governance policies and procedures on the basis of continuous improvement
- Manage third party ICT suppliers
- Provide ICT specific training and guidance to staff
- Work to and report on service level agreements and key performance indicators
- Work as part of our team of Service Support Supervisors, who cover Administration, Finance, Human Resources, Premises, Health and Safety, Risk Management, and Training.

Person specification**Essential:****Knowledge and experience in**

- At least one of Google Workspace administration or Microsoft systems administration
- Providing high quality, efficient and modern ICT support services within a voluntary sector organisation or other similar setting
- Managing ICT systems to strict standards of information governance
- Providing coaching or training on ICT and digital skills to non-technical staff

Skills, abilities and aptitude

- Excellent attention to detail and ability to manage complex processes
- To have strong digital skills and be able to apply these to the job
- Skills in listening and communicating effectively with non-technical staff as well as ICT suppliers about ICT and digital matters
- Able to produce comprehensive and accurate reports to a high standard
- Ability to work flexibly and to adapt to changing needs and priorities
- Have a genuine passion to develop effective ICT systems and digital tools within our organisation and constantly looking for ways to improve the way we work
- To work inclusively and in line with the values of Citizens Advice Sheffield

Qualifications and training

- The post requires the post holder to be NVQ Level 3 qualified (or equivalent) in a relevant discipline or willing to work towards a qualification. The employer will support with the cost of the course and give time to participate in the taught training. The post holder will be expected to complete any coursework in their own time.

Desirable

- Knowledge of business processes in voluntary sector organisations
- Knowledge of the communities served by Citizens Advice Sheffield
- Experience of participating in or leading digital innovation projects
- Experience of managing external ICT supplier contracts
- A training qualification (eg Train the trainer) equivalent to NVQ Level 3