



ICT Support Technician Volunteer

Overview

This is an exciting opportunity to join one of the country's largest Citizens Advice delivering advice and advocacy services to over 27,000 people a year. We deliver services by phone, digitally and face to face, from multiple locations, to some of Sheffield's most vulnerable communities.

Our **Volunteer ICT Support technicians** work closely with our ICT Team to support our advisers and advocates to deliver services efficiently and securely. Duties might include setting up devices, troubleshooting, supporting the rollout of software and hardware, or supporting staff to understand cyber security or how to use particular software. The team is always busy, and your actual duties can be flexible to suit your experience, skills and availability.

Training for this role can be tailored to the individual, and built up over time. Our ICT Team will introduce you to our systems and software. We will also support you to complete an online ICT Technician qualification, and potentially a Google Workspace Administration course. You'll need to make a commitment to regular attendance in our city centre office.

This role will suit you if you're considering developing a career in ICT. You'll gain recognised qualifications as well as experience. Equally, if you're at the other end of your career and have an aptitude for ICT issues, this would also suit you.

What will you do?

- Complete an introduction to Citizens Advice
- Operate on the ICT issues telephone line and email inbox and offer troubleshooting advice.
- Pass up more complex issues to the ICT Technician and or the ICT Support Service Supervisor

- Write instructions about how to do basic ICT tasks to help volunteers and staff
- Help volunteers and staff with the set-up of their desk and IT equipment when working at an office
- Provide basic initial training to new starters (first sign in)
- Assist setting up devices such as laptops, PCs and peripherals
- Develop your understanding of cyber security and communicate this to staff and volunteers
- Learn/have an understanding of General Data Protection Regulations as they apply to ICT at Citizens Advice Sheffield



What's in it for you?

- build on and develop skills, in particular ICT and communication, cyber security
- increase your employability
- Gain the Google IT Support Professional Certificate
- have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with other volunteers and paid staff
- contribute to the smooth running of the service which makes a real difference to peoples' lives

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- have at least a good basic understanding of ICT and the aptitude to learn how to provide technical support
- be friendly, patient and approachable
- respect views, values and cultures that are different to your own
- have good verbal and written communication skills

- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Ideally, we ask for at least one day or two half days each week, for at least 12 months, particularly during your initial learning to help you progress and complete your training. We can be flexible for this particular role so come and talk to us.



Where will you volunteer?

You'll need to work in the office alongside our ICT Team for most of your duties. This isn't a role we can offer for remote work at this point.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an ICT support volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Enquiries: volunteering@citizensadvicesheffield.org.uk

Application form available from webpage

Guidance pack available from webpage