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**Thank you for expressing interest in volunteering for Moorland Community Caring. We welcome your feedback and questions on this role and any other aspect of our charity.**

**IT Support Volunteer Role Description**

**Purpose of the role is:** to support the small staff and volunteer team by providing IT ‘help desk style’ support. We have a hot desk at Ashburton Hospital and meet each other there a couple of times a month. But our work requires our team to spend most of their time out in the community. Listening and supporting people to live independently.

Our staff are very skilled at helping people who need support with their wellbeing, or are isolated and who often have dementia. We happily admit that our IT knowledge is not as good as we’d like it to be. We also have limited time and we have to prioritise people over the time it takes to get our IT systems running smoothly. We know that someone volunteering to support us to get this working properly for us would make a huge difference to the way we work. We don’t have the funding to pay for IT support which is why we are seeking a volunteer(s) to help us with this.

**What does this involve:**

* Help us get the best out of our Microsoft 365 Business Premium Account. We have a number of free licences because we are a not for profit organisation. First task would be checking how we have set this account up as we know that we could have set this up and be using this better,
* Laptop health check and standardise configuration, approx 10 laptops. Once checked this could be done annually.
* Help get Microsoft 365 accounts synced on all organisation mobile phones
* Providing a help desk style support. Each week we will list any issues we have and Microsoft Authenticator. Including deleting users on MO365 (together with their licence's) who have left
* Provide advice on managing SharePoint
* Signposting staff and volunteers to guides on how to troubleshoot easy issues.
* Occasionally running a 15 minute session on how to use apps
* Very infrequently onboarding any new IT users
* Advise on IT equipment, apps and services going forward

**Skills or attributes you will need:**

First and foremost you will enjoy resolving IT related problems (software and hardware)

Ability to monitor and maintain systems and networks

Able to communicate issues and solutions, dealing with problems in positive way

Knowledge of Microsoft 365 account management would be desirable but not essential

Previous experience of IT Applications and System support desirable but not essential

**What you might gain:**

Experience of setting up and managing Microsoft 365 Business Premium Account

Experience and skills that you can detail on application forms or CVs

A greater knowledge about your local community

In the future there might be opportunities to work on digital health projects in the community

**Who will supervise me / who do I go to if I have a problem:**

You’ll be working as part of a team and will be supervised by the Development Lead in the first instance.

**Time commitment:**

The commitment for this role is flexible, although a minimum of 4 hours per month is suggested. Two of these hours per month may need to be within working hours but where possible we can be flexible about when you volunteer.

We really appreciate you being honest and letting us know if your circumstances are changing and you can no longer commit to volunteering.

**Location:**

We don’t have a base, as such, we do have a meeting space at Ashburton Hospital where we can meet volunteers and do work occasionally. We meet in community buildings, in public spaces or on Teams. We know that many people volunteer to have contact with people. If you are volunteering to have social contact please make us aware so we can make sure the role will suit your needs.

**Volunteer expenses:**

We currently do not have a budget for this although we are seeking funding to cover expenses. We are committed to reducing barriers to volunteering.

**Interested in this role?** [**Complete this very short form**](https://docs.google.com/forms/d/e/1FAIpQLSdNjtfuy0IcOE_zdzcEm-YHaOoFe8473jdMD-IVF8h8gg2Phw/viewform?usp=sf_link) **(3 mins)**

**What happens next:**

We will invite you to an informal interview meeting where we will have a conversation about the role and you can ask us some questions about the role and the charity. This isn’t a formal interview, it's just a way to make sure the role will work for both yourself and the organisation too.