

IT Technician

Based SC House Vanwall Road, Maidenhead and shopmobility Maidenhead and Windsor

Volunteering with People to Places (P2P)

Giving your free time to support others is one of the most satisfying and rewarding acts of kindness. Our charity relies daily on the support and dedication from our volunteers and the time they commit to helping others. If you find yourself with some spare time, anything from a couple of hours occasionally to a regular day of the week, and you would like to support a local charity, contact us today!

Expenses can be claimed but must be agreed by a senior member of staff.

Typical Role Hours: 5 - 15 hours per week

What will you do?

First Line Support

Provide first support for staff and volunteers at P2P

- Contribute to support via telephone or email, using remote access software where needed to resolve IT issues
- Assist with the creation and management of new user accounts
- Provide initial technical support, guidance and brief training for MS Office software
- Undertake IT maintenance activities including annual planned works

Developmental Activities

Support existing P2P IT development activities to increase volunteer capacity, skills & experience and maximise the potential outcomes of an activity.

- Provide one of the initial point of contacts for critical systems failures
- Contribute to the planning and implementation of IT development activities
- Support the production of planning, training and asset tracking materials

What's in it for you? *

- make a real difference to people's lives, including to clients who receive a service from P2P
- learn about different volunteer roles and the experiences of volunteers
- build on valuable skills such
- increase your employability
- work with a range of different people, independently and in a team
- have a positive impact in your community

You'll be able to claim back all reasonable out of pocket expenses and be covered by our public liability insurance.

* Neither party intends for any employment relationship to exist

What do you need to have?

Details of skills, qualifications, experience and personal attributes:

Essential	Desirable
<ul style="list-style-type: none"> • Have a good working knowledge of implementing and supporting MS Office, Outlook and Windows 10 • Be prepared to develop a working knowledge of CATSS (scheduling software) • Experience of supporting a variety of different hardware devices including desktops, laptops, tablets and smartphones, as well as different operating systems • Excellent communication skills, with an ability to adapt their communications style as needed. • Have an encouraging, friendly and patient approach • Able to work alone, manage their own time and prioritise effectively 	<ul style="list-style-type: none"> • A professional background in IT support • Commitment to P2P's values and aims

A driving licence and access to transport is not required for this role..

An enhanced DBS check is required for this role.

Be willing to undertake an enhanced DBS check organised by People to Places, which will be repeated every 3 years:

Under the Rehabilitation of Offender Act 1974, Police act 1997. Do you have any convictions, cautions that are not "Protected "as defined by the Rehabilitations of offenders act 1974 (Exceptions Order1975(as amended in 2013)

The amendments to the Exception Order 1975(2013) provide that certain convictions and cautions are "Protected "and are not subject to disclosure. Failure to declare any convictions that are not "protected" may result in an offer of volunteering being withdrawn.

Valuing inclusion

Our aim is that our workforce will be truly representative of all sections of society and each employee and volunteer feels respected and able to give of their best.

All employees and volunteers are helped and encouraged to develop to their full potential.

People to Places aspire to:

- Create an environment in which individual differences and the contributions of all are recognised and valued
- Promote equality and value diversity in the workplace environment
- Make training, development and progression opportunities available to the workforce
- Ensure that every employee/volunteer is entitled to a working environment that is respectful of individual beliefs

We welcome applications from all areas of the community who would like to join us in our mission to deliver independence and tackle isolation in Windsor and Maidenhead. If you would like to sign up, click [here](#) or visit our [website](#) to find out more about us.

Contact details

If you are interested in becoming an IT Technician and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact Peter Haley, Chief Executive Office via email PHaley@people2places.org.uk