

# VOLUNTEER ROLE DESCRIPTION

## REGIONAL IT SUPPORT SPECIALIST

The regional IT services team are responsible for delivering user support, implementing ICT equipment, supporting the implementation of national policy and procedures, and working with the Service Desk and Fulfilment teams, providing a two-way communication channel between IS&P and the region.

**EXPECTED TIME COMMITMENT:** 10 hours a month (primarily evenings and weekends)  
**FUNCTION:** Information systems & processes)  
**LINE MANAGED BY:** Regional IT Support Lead

### WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- Coaching and mentoring IT users on a local basis.
- Logging and responding to ICT equipment and software queries.
- Reviewing and analysing user queries on a local basis through liaison with the IT service desk as needed.
- Supporting the implementation of new equipment or systems by IS&P Fulfilment team.
- Working with Operational Communications within the Events and Logistics function as needed on events.

### WHO WE ARE LOOKING FOR (PERSON SPECIFICATION)

- Able to communicate effectively, both verbally and in writing, with a variety of people. • *Required*
- Someone who is interested in ICT and has some experience and knowledge. • *Required*
- Someone who can work in a team or on own initiative. • *Required*
- Ideally someone who can coach a user in using IT systems and equipment. • *Desirable*
- Someone with an ICT qualification or working towards one. • *Desirable*
- Willing to develop new or build on skills, knowledge, and experience in ICT. • *Desirable*
- Someone willing to work within a corporate structure and follow national policies and procedures. • *Desirable*

### WHAT YOU WILL GET FROM THIS ROLE

- First aid training, mentoring skills + Coaching skill.
- IT Skills & best practice • IT Skills and Best Practise.

### ROLE SPECIFIC EXPECTATIONS

- Training in learning and development (to training others in IT skills)
- Training in the use of SJA systems, software, and IT processes.
- Training in coaching and analyst skills.
- Ensure IT equipment is ready for immediate use always.

## SCREENING REQUIREMENT FOR ROLE (CATEGORY TWO)

This role requires the following pre-volunteering screening checks:

- Occupational Health (including driving if appropriate).
- Two written references.
- Identity and right to volunteer checks.
- Interview.

## TRAINING & SUPPORT PROVIDED

The training we will provide for you in your first few months is as follows:

- Welcome programme introducing you to the charity.
- Role specific training.
- Introduction to Safeguarding Level 1
- Training on appropriate IT systems such as DIPS, Active Directory & Office 365.

The training we will provide for you in your first six months is as follows:

- Additional technical training for role.
- Driver training (if applicable).
- Training in appropriate SJA policies

SJA will provide workwear (a uniform) appropriate to the role excluding footwear and you will wear a 'Support' role bar when undertaking this role.

## OUR VALUES

This role requires the volunteer to embrace the organisation's vision and values, which are:

***'Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders.'***



This role description is intended as an outline indicator of general areas of activity and will be amended considering the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

**Prepared by:** National IT Manager(s)

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