



Job Description

Title: IT & Technical Support Trustee or Volunteer for Bridport Area Development Trust

Location: Bridport and able to work from home

Reporting to: Chair & Board of Trustees

Introduction

Bridport Area Development Trust (BADT) is a registered charity and company limited by guarantee established in 2009, run mainly by 8 Volunteer Trustees and our Mission Statement explains the purpose of the trust and what we are trying to achieve.

'The Bridport Area Development Trust works in partnership to identify, plan and deliver projects that meet local need and provide long term economic and community benefit to the town and beyond.'

The Trust's two main projects to date are the Literary and Scientific Institute in Bridport and the West Bay Discovery Centre. The Memorandum and Articles commit BADT to 'regeneration by a wide variety of means and building preservation is only one of these'.

The Trust is prepared to consider any project in Bridport and its surrounding Parishes that has a regenerative benefit especially if they are of an economic and/or educational nature but one key criteria for BADT support is that of sustainability.

Role Purpose

To ensure the appropriate of IT systems are in place to support the operational and decision-making processes of the trust.

To oversee the maintenance of the computer systems and networks of the Trust and its projects

To install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person or commission and monitor the use of external IT support to achieve this

To provide support covering any areas requiring technical expertise

Duties

Oversee, monitor and maintain computer systems and networks

Be the named contact for software such as web or email hosting platforms

Talk Trustees, staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues

Test, troubleshoot system and network problems, diagnosing and solving hardware or software faults

Order replacement parts as required

Provide support, including procedural documentation and relevant reports

Follow diagrams and written instructions to repair a fault or set up a system

Support the roll-out of new applications

Set up new users' accounts and profiles and deal with password issues and ensure a central secure record of these is kept

Establish a good working relationship with other IT professionals and businesses in the local area.

Where appropriate test and evaluate new technology

Responsibilities

Aligning IT infrastructure with current and future business requirements and goals

Managing IT budgets and enforcing cost-effectiveness

Evaluating risk, developing network recovery and backup processes

Assessing and purchasing new and replacement hardware

Assuring that IT activities are within the limits of applicable laws, codes and regulations

Implementing security of the network, data and its storage and communication systems

Person Specification

Degree, HND, IT related qualification or Microsoft Certified with 1 to 2 years' experience desirable

Ability to think logically, with a good memory of how software and operating systems work

Excellent listening and questioning skills, combined with the ability to interact confidently with people to establish what the problem is and explain the solution

Ability to work well in a team, problem solving skills and a strong customer focus

Remuneration

This is a voluntary position and therefore unremunerated but travel expenses of 40p per mile are available to attend meetings in Bridport if required.

Signed:

Date. 24/02/2023