Job Description – IT Support Coordinator

Job Title	IT Support Coordinator
Line Manager	Technology Director
Salary	£25,994 (inclusive of £2,000 London weighting)
Contract	12-month fixed term contract
Hours	37.5 hours per week Monday to Friday, flexible working with 10am – 4pm core hours, Occasional evenings and weekends required (2-3 times per year)
Based	London (currently remote working until office reopens)
Benefits	36 days' holiday (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, professional development day allowance + budget, health cover cash plan
Start Date	December 2020 (flexible)

The Organisation

The Brilliant Club is an award-winning charity that exists to increase the number of pupils from underrepresented backgrounds progressing to highly-selective universities. We do this by mobilising the PhD community to share its expertise with state schools. We recruit, train and place PhD researchers to work with state schools: either part-time as tutors through The Scholars Programme or full-time as classroom teachers through Researchers in Schools (RIS). In 2018/19, The Brilliant Club worked with over 700 state schools and 13,000 pupils across the UK.

The Opportunity

We are excited to be recruiting an IT Support Coordinator to join our Technology team. The Brilliant Club has a commitment to delivering consistent outcomes for our pupils, as outlined in *The Path to Outcomes* strategy.

The role requires a positive, proactive, and well-organised individual. The role exists to give excellent support across the organisation, assisting the IT Support Officer to ensure software, hardware and network needs are met.

The successful candidate will have a good knowledge of maintaining IT hardware, in particular laptops and mobile phones, and experience of first line support in an IT role. Experience of Office 365 would be advantageous. The role requires good people skills as the successful candidate will provide front line support to our busy staff members and contractors both in person and remotely. They will have a positive approach, be comfortable with a range of duties that vary from day-to-day and be committed to developing their technical skills further.

Working within the IT team, they will also handle a significant amount of sensitive data and will help to ensure that appropriate protocols are being followed.

It is an exciting time to join The Brilliant Club team as we increasingly identify new ways technology can be used to support the charity to deliver impactful programmes.

The Brilliant Club exists to increase the number of pupils from underrepresented backgrounds progressing to highly selective universities. We think it is important that our charity reflects the lived experience of our beneficiaries, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBTQ+) candidates, and candidates from low income families. These groups are currently underrepresented at The Brilliant Club and we are committed to increasing representation and diversity at the charity.

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To Apply	Please click here to fill out our Equality and Diversity Monitoring Form and here to apply by submitting your CV.
Deadline	9am Monday 23rd November
Interviews	W/c 30th November (first round) and w/c 7th December (second round)
Further Details	Please visit www.thebrilliantclub.org or call Chloe Hayes on 020 3005 3341

Person Specification

- Essential – A relevant qualification, e.g. Computer Science degree or relevant work experience.
- Essential – 12 months experience working in a technical support role e.g. IT Helpdesk.
- Essential – Experience in a customer facing role.
- Desirable – Work experience in the education/charity sector.

Role Specific Knowledge and Skills

- Essential - Ability to troubleshoot IT issues, using external support where required.
- Essential - Strong Microsoft Office skills.
- Essential – Experience using video conferencing tools e.g. Zoom/MS Teams.
- Essential - Experience with basic hardware repairs and fitting parts.
- Essential - Experience with the security of data systems and cybersecurity.
- Essential - Ability to deal with sensitive issues and to demonstrate strict confidentiality.
- Desirable – Experience of the admin interface within Office365.
- Desirable – Experience of CRM systems, e.g. Salesforce.

Key Areas of Responsibility

The following areas of responsibility are the core of the role. However, the role is flexible and will vary according to the needs of the team, and the background and experience of the successful applicant.

IT Support

- Working with the IT Support Officer to triage and respond to the IT Help Desk, providing a timely response to queries from colleagues.
- Help to set up equipment and software for new colleagues as part of our onboarding process.
- Supporting the IT team with the set-up of digital tools for remote delivery of our programmes.
- Ensure hardware is available and well maintained. This may include basic repairs to laptops, mobile phones, etc.
- Help maintain up to date security of Office 365 and 3rd party software used by the charity.
- Support the Senior Web Developer with testing applications from a user perspective.
- Support the Salesforce Administrator with basic tasks e.g. account creation.

Office and remote working support to colleagues and contractors

- Help ensure staff have the necessary IT equipment in our London and regional offices.
- Work with the IT Support Officer to ensure staff have the necessary IT equipment at home. This includes arranging couriers and troubleshooting hardware and software issues remotely.

ISO 27001

- Support the ISO 27001 team with ensuring policies are up to date and adhered to across the organisation.