Job Description – IT Support Coordinator

Job Title	IT Support Coordinator
Line Manager	IT Support Officer
Salary	£27,828 (inclusive of £2,000 London weighting)
Contract	Permanent
Hours	37.5 hours per week Monday to Friday, flexible working with 10am – 3pm core hours, some evenings and weekends required
Based	London. Although we are a hybrid organisation and will enable you to set up an office to work effectively from home, the nature of this role will require the majority of work to take place from the London office.
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	January 2023 (Flexible)

The Organisation

We mobilise the PhD community to support students who are less advantaged to access the most competitive universities and succeed when they get there.

Between 2021 and 2026, we will work with 100,000 students across the UK to help them to develop the knowledge, skills and confidence to access the most competitive universities. We estimate that this will result in 30,000 of these young people progressing to a competitive university. By the end of the decade, one in ten state school students at the most competitive universities will be a graduate of The Brilliant Club's Scholars Programme. We will also support 11,000 students from disadvantaged backgrounds to succeed once they enter universities. Our access and success goals are underpinned by three enablers; communities, capabilities and consultancy.

Every member of The Brilliant Club contributes to the success of our strategy. We hope that you'll consider joining us, as we work to create a fairer society where no child's education is limited by their background.

The Opportunity

We are excited to be recruiting an IT Support Coordinator to join the Technology team. You'll work with your team to deliver the goals set out in *Join the Club*, our ambitious strategy for 2021-2026.

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 Microsoft 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.

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, 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 submit your CV. Please note that we will not consider applications that do not refer to this post.
Deadline	9am Monday 21st November
Interviews	W/c 28th November (first round) and w/c 5th December (second round)
Further Details	Please visit www.thebrilliantclub.org or call Nato Asaturov on 020 3005 3341

Role Specific Knowledge and Skills
- Essential – capable of adapting quickly to new systems and interfaces.
- Essential - Ability to troubleshoot IT issues, using external support where required.
- Essential - Strong Microsoft Office skills.
- Essential - Ability to deal with sensitive issues and to demonstrate strict confidentiality.

Role specific Experience and Qualifications
- Essential - Relevant work experience or a relevant qualification, e.g., Computer Science degree or Microsoft Certification.
- Essential – Experience using video conferencing tools e.g., Zoom/Microsoft Teams.
- Essential - Experience with basic hardware repairs and fitting parts.
- Essential - Experience with the security of data systems and cybersecurity.
- Essential – Experience of the Microsoft 365 admin centre.
- Essential – Experience in a customer facing role.
- Essential – 12 months experience working in a technical support role e.g., IT Helpdesk.
- Desirable – Experience of the Azure Active Directory (Azure AD) admin centre.
- Desirable – Experience of the Microsoft Endpoint Manager admin centre.
- Desirable – Experience of the Apple Business Manager (managed apple IDs) and MDM (Intune, MaaS360 or similar).
- Desirable – Work experience in the education/charity sector.

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.
- Supporting JML processes (joiners, leavers and movers) which includes setting up equipment and software for new colleagues, arranging IT kit deliveries, running IT Inductions, disabling leavers accounts and securely wiping user devices.
- 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 laptop repairs, fitting parts, updating phones, liaising with technical teams as necessary including with printer suppliers.
- Help maintain up to date security of Windows, Office 365 and 3rd party software used by the charity.

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.

Cyber Essentials certification
- Support the IT Support Officer with the Cyber Essentials certification renewal.

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

Wider Support
- Supporting The Brilliant Club's wider activities as a university access charity, e.g. training events.

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Safeguarding at The Brilliant Club

The Brilliant Club is committed to proactively safeguarding children, beneficiaries and staff and to taking reasonable steps to protect all those who come into contact with the Charity from harm. The safety and welfare of everyone affected by the Charity's activities, especially children, is a key governance priority.

As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.