

Job description: ICT Support Officer

Duration: Permanent -Full-time; 37.5 hours per week

Salary: £28,000 (O3)

Location: Flexible/ London office – must be able to work 2 out 5 days in the office on rotation with Operations Manager

Reporting to: Head of Digital Transformation

Department: Charity Services

Key working relationships: Charity Services/ cross directorate collaboration/ external consultants/ suppliers

Purpose of the job

Supporting the day-to-day smooth operations of the charity digital workplace governance, operations, digital technology and procurement. The job holder will provide day to day support to the Head of Digital Transformation and the ICT Manager, acting as first point of contact for ICT queries and support continuous digital transformation, for growth and creating a best in class, people first, digitally enabled environment.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes.

UK Youth plays a unique role in addressing: the lack of investment in the youth sector; the lack of cross sector understanding in how youth work makes a difference; and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people. To find more about us and how we make an impact, please visit [UK Youth website](#).

Key responsibilities

- Act as system administrator and support the maintenance of the Charity's systems in conjunction with our managed support provider, including: daily ICT support; data protection, disaster recovery and information security.
- Support the management of the overall technology infrastructure including planning, implementation, digital applications and hardware, liaise with relevant with technology service providers.

- Support and contribute to design ideation to the Charity's ICT architecture and work with the Head of Digital Transformation and ICT Manager to integrate requirements into the ICT digital landscape.
- Support the development and updates of ICT processes and procedures, and their documentation.
- Support the procurement process for ICT equipment and services.
- Provide ICT inductions and user training on common business applications and use of systems.

Other area of responsibilities

- Support the Operations Manager in the day to day running of the London Hub
- Support and contribute to ICT-related tasks or projects
- Undertake such other duties as may be requested by the Head of Digital Transformation or ICT Manager to support delivery of the ICT strategy and the Charity's business plan

Officer behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds understanding of equity, diversity and an inclusive culture
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach.
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Person Specification: ICT Officer

(Note training will be provided to support development within the role)

Experience

- Technical knowledge of and experience with a variety of technologies, including, Microsoft Office 365, cloud-based storage systems, Windows OS, and an understanding of server technologies
- Minimum of 12 months experience in a technical support role

Knowledge, skills and understanding

- Knowledge of GDPR/Data Protection and Information Security
- Excellent problem-solving skills and attention to detail
- Good written and oral communication skills
- Excellent interpersonal skills with the ability to disseminate information in a simple clear manner
- Ability to multi-task and prioritise to meet deadlines
- Awareness of ITIL concepts and practices
- Ability to work within budgets

Personal qualities

- Friendly approachable person with good organisational skills, enthusiasm, energy and a good work ethic
- Able to build and manage positive relationships with stakeholders
- Self-motivated and capable of working on own and working with others when required.
- Flexible approach to work and be hands-on to get the task done
- Excellent levels of discretion and judgement and experience of dealing with sensitive information
- Empathy with the needs of young people
- Recognise and value all aspects of equality, diversity and inclusion

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments. This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.

As part of the recruitment process UK Youth will be gathering and uses certain information about you. For further information regarding this please review our [Data Protection Privacy Notice](#) which explains what data of yours we process and how we use it.