

## UNPAID VOLUNTEER - IT Support Officer / Manager

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Company: Blockchain & Climate Institute

Location: United Kingdom

Category: other-general

### **THIS IS AN UNPAID VOLUNTEERING ROLE.**

**Role Title: IT Support Officer/ Manager**

**Role Nature: Volunteer**

**Location: Home-based**

The Blockchain & Climate Institute (BCI) is an international volunteer-led think tank supporting and advocating the application of blockchain technology in the global fight against climate change.

We are looking to recruit a couple of highly motivated and enthusiastic **VOLUNTEERS** serving as **IT Support Officers** to provide support for our computer systems and networks. More experienced candidates will be appointed as Senior IT Support Officers or IT Support Managers. IT Support Officers will also be given exposure to our projects on blockchain, artificial intelligence, and other emerging digital technologies under development.

The ideal candidates will be responsible for providing frontline IT support for the BCI Volunteers with their IT requirements. As part of the Technology Officer Grade, the IT Support Officers will be responsible for the smooth running of server systems and ensuring that users get maximum benefits from them. This will include supporting and providing technical assistance to BCI Volunteers that are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers. The successful candidates will also be required to test new products, run regular maintenance checks, and keep abreast with information security issues.

## **Responsibilities:**

Providing excellent support service to BCI Volunteers;

Participating in troubleshooting and incident resolution activities;

Ensuring performance pledges are met;

Providing a high level of service and seeking ways to continually improve the IT service to BCI Volunteers;

Performing various regular checks and tasks across the Institute's user accounts and performing any required actions;

Producing high-quality documentation and keeping it up-to-date, including the team support knowledge base;

Creating simple solutions / services utilising out-of-the-box functionality, i.e. Office 365;

Maintaining knowledge of Microsoft in order to guide BCI Volunteers appropriately;

Proactively and constantly seeking to learn and improve both self and team;

Identifying where a support request may be a project requirement, capturing technical requirements, and producing a project specification;

Setting up new users' accounts and profiles and dealing with password issues.

## **Requirements**

### **Skills and abilities**

Office 365 Administrator experience a minimum of 12 months;

SharePoint development experience;

Automation experience;

Powershell experience;

Patience to manage non-technical end-users with technical queries;

Experience with Governance, Security, and Compliance;

Able to manage their own time and take accountability;

Demonstrable skills in Office 365 and G-Suite administration;

Can work autonomously, proactive, and eager to learn;

Troubleshooting experience;

Strong interest in Microsoft products.

### **General & Specialist Knowledge**

Proficiency in the use of Microsoft Office, including Outlook, Word, Excel, and PowerPoint is essential to perform in this role; and

Up-to-date technical knowledge.

### **Education & Training**

A degree in one of the following subjects:

Business information technology

Business systems engineering

Computer networking and hardware

Computer science

Computer software development

Information technology

Internet engineering

Software engineering

Additional courses will be beneficial to the role: BTEC (Edexcel) National Certificate and Diploma IT Practitioners, City & Guilds (E-Quals) IT Practitioners Certificate, and Advanced Diploma and OCR (iPRO) Certificate for IT Practitioners.

### **Relevant Experience**

Proven experience working in a similar role is essential;

Experience in building constructive relationships with stakeholders; and

Experience in working independently and with teams to drive forward projects using one's own initiative.

## **Benefits**

Blockchain and other emerging technologies. Climate change and sustainability. These are two hot topic groups that have been headlining media outlets, dominating conferences & events, and gaining increasing traction in research and pilot projects. BCI is here as an expert platform to help governments, inter-governmental and regional organizations as well as relevant corporates to negotiate the complex landscape of emerging technologies for environmental good. We cement our expertise by putting in the hard work in researching, identifying, and analyzing the applications of emerging technologies so that informed decisions can be made by the stakeholders in the climate change and action network.

## **What's in it for the volunteer?**

Benefits you will get from volunteering with BCI are enormous and some include:

Your mind will be mentally stimulated, hence providing you with a sense of purpose;

You will advance and boost your professional career by helping you to make professional connections and giving you real-world experience at the intersection between climate and emerging technologies; and

Help you develop long-lasting professional relationships with others. People who come together to make the world a better place forge a close connection.

## **Selection Process**

As a voluntary organization, we are pleased to open the door for candidates who may not have the prior experience they need to start, progress, or switch their careers. To recruit the most suitable, talented, or potential new members out of the volume of applications received, it is the BCI's policy to also consider inexperienced candidates to fill our voluntary unpaid roles as long as they can demonstrate the skills required in the written assessment. In the selection process, most candidates will be invited to complete the following assessment.

Section A: Verbal and Numerical Reasoning (20 multiple-choice questions)

Section B: Situation Judgement Test (20 multiple-choice questions)

Section C: In-Tray Exercise (An open-ended assessment relevant to the duties of the role)

Candidates who pass all three sections will be invited to attend a phone screening, first interview, and final interview online.

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