Volunteer Role Description: IT Volunteer

Background

The IT team oversees the maintenance and development of the systems and platforms which support our work. ASSIST uses GSuite for our file sharing and communications. We use an online CiviCRM database for all of our client, volunteer, supporter and partner information. Our public website and contact database are on Drupal and use PHP, we maintain our own private servers (Linux) and we have various other systems and processes which require regular support, as well as Chrome devices and IT infrastructure in our office base. The staff and volunteers in ASSIST also need regular support and training to help them to perform their roles.

We are looking for people with strong established skills and knowledge in supporting websites and databases to help our team.

Role purpose

To provide IT support for the work of ASSIST, by supporting the ongoing maintenance of our database and public website. This will involve routine maintenance tasks, applying updates, clickabout testing, investigating issues and bugs, responding to support queries from staff and providing training.

Tasks

- Responding to ad-hoc support requests from users
- Investigating and fixing bugs with the database and/or public site
- Providing one-to-one or small group support in the use of the CiviCRM database
- Supporting with installing and testing security updates
- Contributing to the development and future-proofing of ASSIST's systems and processes
- Contributing to ensuring effective data capture for monitoring and evaluation purposes
- Contributing to ensuring ASSIST complies with best practice in systems security and data protection

What you need to begin the role

- Understanding of, and willingness to work with, diversity and cultural difference
- Initiative and ability to work independently with minimal supervision
- Good spoken and written English
- Strong IT skills
    - Some knowledge of Drupal and PHP is **essential**.

- ○ Knowledge of CiviCRM is desirable.
- Initiative and problem solving ability
- Good communication skills
- Willingness to learn and develop skills

What you can gain from the role
- The basics about the UK asylum system, and the experiences of people whose asylum claims have been refused.
- Knowledge of Gmail and Google Accounts, Drive etc
- Increased familiarity with CiviCRM database
- Experience in IT training and support
- Satisfaction from supporting an essential front-line local charitable organisation

Essential Training Provided
- Intro to ASSIST
- Confidentiality and Data Protection
- Civi CRM

Time commitment: As required. From half a day or one day per week to a few days per month.
Volunteering days / time: Flexible. Most support is needed during office hours, Mon-Thurs 9-5; Fri 9-4, but some tasks are completed at evenings and weekends to avoid disruption of service delivery.
Resources: We cover travel expenses and other ad-hoc essential costs related to your volunteer role.
Locations: Home, or at the or ASSIST Office at Victoria Hall Methodist Church, Norfolk St, Sheffield S1 2JB.
ASSIST team: This role is part of the IT team, managed by the Operations Manager.

Any Questions?
If you would like a chat about our roles or have questions, contact Leah, our Volunteer and Community Outreach Coordinator:
📞 07422655683
✉ volunteer@assistsheffield.org.uk

To apply, head to our website:
https://www.assistsheffield.org.uk/content/volunteer-us