

Job Description: IT support and Admin Assistant

**Post Title:**

IT support officer & General Office Administrator

Responsible to:

Office Manager

Line Manager:

Office Manager

Team: Admin and Reception

Location:

The Barn Owl Trust, Waterleat, Ashburton, TQ13 7HU

Salary:

£21829.50

Permanent Position**Hours of work:**

37.5

PURPOSE OF POST

This post is a key role in the organisation, being a part of the front line interface for all telephone and email enquiries in a busy office. A friendly outgoing manner is essential for the role, as is the ability to work under pressure and to be efficient and polite at all times.

A major element of this role will be to learn about the IT systems that BOT has in place with a view to becoming the 'go to' person for all IT issues, in due course. We currently have an external IT consultant but will be looking to bring the support in house over the next few years. We seek to employ someone with good all round IT skills and knowledge but also someone with some experience of routine office administration processes. You must be happy to fulfil both parts of the role equally.

We are keen that the post holder is interested in Conservation and will be happy in an administrative role, working as an integral part of the Admin and Reception team.

The Trust's aims are the conservation of the Barn Owl and its environment. More information is available on our website: www.barnowltrust.org.uk

PRINCIPAL ACTIVITIES AND KEY RESPONSIBILITIES

IT specific responsibilities:

Assisting with and training to manage the following:

- Running the day-to-day management of BOT's IT
- Dell Server running Windows 2016 server OS, with Active Directory – 15 users
- Microsoft 365 email system
- Several remote workers using VPN and Remote desktop
- Approximately 15 PCs and laptops
- Microsoft Access Database management and development
- 3CX VOIP telephone system – management and deployment
- Management of Broadband infrastructure – currently 4G internet
- Management and development of Wordpress website, including ecommerce
- Management, renewal and installation of SSL certificates
- Procuring and deploying new IT equipment when necessary
- General troubleshooting, problem solving, assisting staff with IT issues

Admin specific responsibilities:

- To be a member of the Admin and Reception team, answering phone calls and greeting visitors to the office as necessary, undertaking all admin processes as required
- To keep accurate records on the database, and to answer emails in a timely way
- To contribute to the bi-annual publication of the Barn Owl Trust magazine, Feedback
- Ensure all intelligence and data is logged and tracked consistently through effective use of the Barn Owl Trust's database
- Contribute to and support other admin team work as appropriate
- Provide timely and informative reports to the Office Manager on progress made
- To undertake various reasonable tasks, not listed here, at the request of the Admin Supervisor or Office Manager.

Job Description

- To be part of and to support the Admin and Reception Team in the carrying out Trust work
- To undertake any other duties and responsibilities in line with the objectives of the post and in support of the overall work of the Barn Owl Trust
- To have a due regard to health, safety, and welfare at all times when at work
- To follow and comply with all policies and procedures which includes the Trust's Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trustees, volunteers, visitors, and others at the Trust
- To work as part of a wider team, alongside staff and volunteers as required
- Occasional reception cover, as required.
- To uphold the working values and expectations of the Barn Owl Trust
- In order for the organisation to work effectively, you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, as delegated by your Line Manager
- To be efficient, effective, and productive; honest, kind and considerate