

Job Title:	Participant Technical Support IT
Responsible to:	Employment Projects Co-ordinator
Duration:	Until 31 st March 2023
Hours:	35 per week

JOB ROLE

Working directly with participants to support them in accessing the IT resources they need to complete their programme.
Ensuring that course participants have full support to access the google classroom facilities to enhance their learning,
Supporting participants in jobs HUB activities as required, assisting with CVs and job applications,
Ensure that the information on the "get a job in Derry" page is up to date and relevant.

MAIN TASKS

1. Work with participants to provide them with the IT technical support they need to complete the programme.
2. Support participants with IT related activities and update software as per participant and project requirements.
3. Work with participants and the tutors to support their technical learning on courses and programmes.
4. Update and maintain the project's on-line and website information to meet the needs of participants accessing information about employment opportunities relevant to the project.
5. Support participants through the jobs HUB and ensure information is available, up to date and accessible.
6. Liaise with and support participants on computer based learning activities.
7. Work with participants on monitoring soft outcomes and project evaluations.
8. Support participants by providing google classroom access and promote the use of the system.
9. Provide a weekly Jobs Bulletin for participants including vacancy updates and closing dates in relevant employment sectors including:
 - Finance
 - IT
 - Care
 - Hair & Beauty
 - Civil Service/Admin
 - Community Development
 - Hospitality
 - Retail
 - Education
10. Work with Employment Project Co-ordinator on the participant data monitoring information.
11. Create and maintain network and business application user accounts with appropriate security access in accordance with policy and procedures.
12. Carry out fault resolution and configuration of line of business software applications, liaising with providers as required.

13. Manage physical server, including system updates, back-up and recovery.
14. Ensure that all the Centres maintenance and good practice procedures in relation o data back-up, malware protection and the administration of user accounts are carried out.
15. Where possible implement upgrades and carry out essential maintenance.

GENERAL

16. Attend project team meetings, staff meetings, supervision & appraisal.
17. Submit a work plan and work review weekly.
18. Maintain timesheets
19. Holidays and TOIL will be negotiated with the Finance Administration Co-ordinator to ensure adequate cover for the running of the project.
20. No alteration to this job description shall be made without the consent of the worker
21. In the event of any dispute between the worker and Women's Centre, Derry the procedures outlined in your Terms and Conditions of Employment will be followed.
22. No job description can cover all aspects of your employment therefore you may be required to undertake other tasks from time to time in furtherance of the interests of the Women's Centre.