

<b>Job Title:</b>	ICT Officer
<b>Responsible to:</b>	Director of Operation
<b>Salary:</b>	£24,251.50 per annum
<b>Hours:</b>	35 hours per week (Monday to Friday)
<b>Location:</b>	2 Princes Street, Truro, TR1 2ES
<b>Contract:</b>	Permanent

***CRCC Mission***

To enable Cornwall's Communities to be vibrant, sustainable and inclusive

***Job Purpose:***

To manage, develop, integrate and maintain an efficient and co-ordinated ICT support service to aid the activities of CRCC and other charitable organisations.

***Main duties and responsibilities:***

1. Manage the provision of all computing services within CRCC including service specification, user support and training, purchasing, evaluation, installation, expert advice, testing, integration, development, maintenance.
2. Provide technical advice, practical assistance and 'troubleshooting' support for all CRCC staff in a professional and solution-focused way.
3. Provide additional technical support to partner organisation and other charities throughout Cornwall as identified in running CRCC'S ICT support service.
4. Provide basic IT training to CRCC staff as required.
5. Liaise with suppliers as necessary, employing cost comparison techniques and taking advantage of charity specific discounts and benefits.
6. Lead CRCC staff in the development and maintenance of information systems within CRCC, including databases, spreadsheets, emails and internet applications.
7. Work across projects to develop CRCC and other related websites maintaining and updating them as required.
8. Advise CRCC of changes in technology, identifying the impact this might have on the organisation and implementing changes where appropriate.

9. Ensure the provision and maintenance of all office equipment (including computers telephones, projectors), supplies, fittings and services and all relevant software licences and permissions.
10. Ensure currency of and compliance with Data Protection regulations.
11. Assistance with telephone cover as necessary.

*The job description outlines your main tasks and responsibilities but you may be asked to undertake further duties when necessary.*

Signed: .....

Date: .....