



## Job Description & Specification

Job Title	IT Support Assistant
Department	Operations
Reporting to	IT Website & Systems Administrator
Salary	Up to £22,000 depending on experience
Location	Cool Earth Penryn Office
Essential Purpose of Role	<i>To ensure a high standard of IT helpdesk and administrative support is provided to the wider Cool Earth team</i>
Contract Type	Permanent; part time 16 to 22.5 hours per week

### Job Description

*To Support the IT Administrator in:*

- Providing systems support for all Cool Earth's internal IT systems and IT equipment
- Maintaining internal servers using relevant processes and procedures
- Developing, improving, and supporting key procedures and policies
- Liaising with both the UK and our in-country teams to understand, document and fix their issues
- Get involved with IT projects to assist in the rollout and support of new incentives
- Carry out purchasing tasks and documenting changes in the asset management system
- Managing the new starters and leavers process
- Diagnosing and solving hardware/software faults
- Analysing underlying issues and making recommendations to prevent future issues.
- Liaising with external partners for additional support

### Person Specification

### *Essential Skills and Abilities*

- Experience providing IT helpdesk support
- Demonstrable experience of problem solving, following through and resolving IT related issues
- Basic understanding of Linux servers, WAN and VPN networks
- Experience of administering computers and mobile devices
- Experience of account management in Microsoft 365 and G-Suite
- Proficient in managing Windows and macOS operating systems
- Have creative approach to resolving issues, self-motivated and able to work unsupervised
- Demonstrate an organised and professional approach to the given tasks
- Excellent attention to detail and the ability to follow tasks through to completion
- Ability to communicate clearly, concisely, and diplomatically, verbally and in writing
- Positive work ethic with a 'can do' attitude
- Ability to remain focused and calm under pressure
- Genuine interest in and commitment to the humanitarian and environmental principles of Cool Earth
- Must be able to work at our Penryn office

### *Desirable Skills and Abilities*

- Proven experience of working in an IT Helpdesk Support team
- Ability to speak Spanish
- A demonstrable commitment to EDI (equality, diversity, and inclusion)
- Experience working for a charity
- Working knowledge of Dropbox, Slack and Trello
- High level of competency with the Microsoft365 apps (Word, Excel, and PowerPoint) and Google Suite apps (Docs, Sheets and Slides)