

## IT Helpdesk Technician

- Salary:** £19,601 to £21,104 (Grade C)  
Hours – 30 (9am to 5pm Monday to Thursday)
- Duration:** 6-month - Fixed Term  
With possibility to extend
- Holidays:** 28 days annual leave plus public holidays (pro rata)
- Location:** Edinburgh / East Lothian / homeworking
- Start Date:** 8<sup>th</sup> March 2021 / as soon as possible

### The organisation

People Know How is an East Lothian and Edinburgh based social innovation charity (SCIO), founded in 2013. We combine an international reach, receiving volunteers and interns from all around the world; with a focus on engaging with local people and local issues.

We are committed to addressing marginalisation and have an ethos driven to make a positive difference. We have developed innovative methods to engage and empower people to improve their lives. We believe that together we can create and deliver the most productive and impactful differences for communities.

### Our mission

To empower individuals to be socially innovative in their communities, by helping them transform their ideas into action. We do this by providing the skills, tools, resources and framework they need to deliver positive social change.

### Our vision

Communities where people have the opportunity to reach their full potential using their strengths and assets.

### Our Values

- We value people's potential;
- We invest in creative and dynamic processes;
- We commit to meaningful action;
- We strive for innovative solutions;
- We collaborate with purpose.



## Our Process

We are people-led, placing huge value on people's lived experiences, whilst also developing evidence-based approaches through reviewing best practice and research. We call this process 'social innovation' and every project we run is rooted in this approach. We have developed a model which we have used to deliver on a number of successful projects. Each of our projects moves through a cycle of 4 key phases:

### 1. Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe "People Know How" to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

### 2. Research

We review literature and best practice guidance to inform people's ideas and ensure there is an evidence base before proceeding with a project.

### 3. Do

We run projects and deliver activities, putting ideas into practice. We have developed a number of monitoring and evaluation tools which are built into our activities so that we are constantly gathering data to assess our progress and performance.

### 4. Share

We share the approaches and impact of our work to recognise and celebrate the positive outcomes, whilst identifying where improvements can be made. We then ask for feedback on what we have shared, creating a cycle driving continuous improvement.



## Our key projects:

### Social Innovation Programme

In line with our new Strategic Plan the programme aims to support and empower communities including people, community groups, new/established charities and to engage in systems change with the public, third, business and academic sectors.

### Positive Transitions Service

Established in 2015 to support disadvantaged and vulnerable children, young people and families. The overarching aim is that children and young people grow up to be healthy, confident and resilient so they can fulfil their potential.

### Reconnect

Reconnect was established in 2017 to help people use digital skills to make better social connections and improve wellbeing. It has since grown into a full service supporting adults across Edinburgh, promoting social inclusion and wellbeing.



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## The role

We have a unique opportunity for an **IT Helpdesk Technician** to join our team. Due to COVID-19 we have moved all our projects and internal communications online, embarking upon a period of digital transformation. With an increased reliance on digital, we are at an exciting stage in the organisation's growth. The role will assist the **Communications Officer**, who is responsible for IT across the organisation, to maintain and support our staff and VIPs to use our IT systems.

## Key tasks

- Troubleshoot and support staff and VIPs with system queries and issues
- Set up, install, configure, maintain laptop, desktop and server hardware and software
- Input and update asset library
- Update and maintain internal IT self-help materials
- Induct new staff and VIPs to use our systems
- Support us to develop systems to maintain consistency in our use of digital technology
- Support the Communications Officer in our ongoing digital transformation

## Person specification: essential

- Knowledge and technical understanding of Microsoft Office, Office 365 and other common software (especially Microsoft Outlook, OneDrive, SharePoint and Teams)
- Knowledge and technical understanding of common operating systems
- Experience in setting up and maintaining computers and servers
- The ability to maintain a positive, calm and supportive attitude while responding to all enquiries from users of all different technical abilities
- Reliable and motivated with the ability to stay focused when working from home
- Strong communication skills
- Strong planning, organisational and administrative skills
- An understanding of the environment in which voluntary and community organisations operate
- Creative, with the ability to share ideas and work collaboratively
- Highly motivated and able to work independently
- A positive, professional 'can do' attitude
- Flexible and able to adapt to change to meet the needs of the organisation
- Ability to work well with others as part of a team
- Supportive, and able to encourage others to contribute/share ideas
- Friendly, and able to manage existing relationships and create new relationships with partner organisations
- Driven to make a real difference with a shared vision and commitment to what we do



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