



Communication & Customer Service  
Recording and Monitoring  
Planning & Organisation  
Specialist Knowledge

Team Work  
Quality  
Charity Focus  
Leadership

## ICT Helpdesk Assistant

**Hours: 25 hours per week**

**Salary: £13,803.66 per annum, AUNN Band C (£20,429.42 per annum FTE)**

**Based: Sybil Levin Centre**

**Tenure: Permanent**

The ICT Assistant will work alongside the ICT Manager and ICT Coordinator to support the ICT systems within the charity ensuring they are secure and functioning properly. The Assistant will be the first point of contact between staff/volunteers and the ICT team and filter requests and forward to the support team. They will provide training on the use of ICT equipment, both face to face and remote. They will ensure that all the 'How To' guides are current and correct.

You will be experienced and have a sound knowledge in using Microsoft products including Windows 11 and Microsoft 365 including Word, Excel, Outlook, and Teams, desktop and/or cloud versions. You will be familiar with configuring new ICT equipment and understand the importance of IT/data security. You will have strong time management skills, the ability to multi-task and meet deadlines whilst paying attention to detail. Experience of using accounting and payroll software and Customer Relationship Management Systems is desirable but not essential.

*As an employee of Age UK Nottingham & Nottinghamshire you will be eligible for our attractive package which includes 24 days annual leave (Pro Rata), public holidays, flexible working and a 4% employer contribution pension (in line with auto-enrolment rules).*

### **How to Apply**

For full details and to download an application pack, please visit our website at [www.ageuk.org.uk/notts/about-us/work-for-us](http://www.ageuk.org.uk/notts/about-us/work-for-us).

Alternatively, please contact our HR department for an application pack by email [recruitment@ageuknotts.org.uk](mailto:recruitment@ageuknotts.org.uk) or phone 0115 859 9265.

**The closing date for receipt of completed applications is midnight on  
Sunday 7<sup>th</sup> January 2024**