

Voluntary Internship Role Description

Role Title:	IT Support Assistant – Internship
Department:	Finance and Operations
Reporting to:	IT Support Officer / Head of IT and Projects
Location:	Cardiff Office, Brunel House

Why am I needed?

This project will be supporting our IT and Projects department with an overhaul and update of computer systems in line with our 2021 deadline.

We have a number of systems across the organisation that require replacing or upgrading. We need an IT Support Assistant role to help deliver this project. We use Windows operating systems and Microsoft O365 as a standard on each computer. We also have a number of specialised software packages on a number of our systems.

What will I be doing?

Your main tasks will involve, but may not be limited to:

- Upgrading laptops and computers
 - Installing new hard disks
 - Installing additional RAM
 - Building the computers to a specified image
- New laptops
 - Building the computers to a specified image
- Testing of all systems once built
- Updating of Asset Management tool
- Liaising with staff to ensure systems are fit for purpose and the appropriate software is identified
- Packing of IT equipment
- Liaising with staff at work locations other than Brunel house to arrange transfer of IT equipment
- Assist the IT Support Officer with daily IT tasks as required (including Domain administration)

What skills and qualities do I need?

- A friendly and enthusiastic approach and the ability to get on well with others
- Excellent communication and analytical skills

- Excellent IT and database skills including experience of Microsoft Office
- Methodical with good attention to detail
- Pro-active with a 'can-do' attitude and a flexible approach to tasks

What support and training will I be given?

- The IT and Projects Team will be on hand to support you in your role
- You'll be given a full induction to the charity and training for your role
- You'll also have the opportunity to use our eLearning training system, with access to online courses and access relevant in-house training.

What benefits can I expect?

- The chance to gain experience in an IT role and to work alongside our experienced IT and Projects Department
- The opportunity to develop a broad range of skills and increase employability
- Reasonable travel and lunch expenses will be paid in line with organisational policy
- Access to apply for internal vacancies
- A fun and exciting workplace - we have a number of groups that you can join whether its walking, singing, reading, football – there's something for everyone
- The chance to gain experience of supporting Wales' leading cancer charity.

Where will I be based?

You'll be based at our Cardiff office in the city centre. Flexible volunteering hours welcomed.

How do I apply?

The closing date for applications is **9th July 2021** and we'll be holding interviews virtually in the week commencing **12th July 2021**. The expected placement start date is **26th July 2021**.

Please follow the link to [apply online](#). If you've got any questions please contact our Volunteer Development Team on **029 2076 8850** or email volunteer@tenovuscancercare.org.uk for more information.

Please note that once we have received your application we may ask for your most recent CV before shortlisting for interview.