

CMA I.T. Assistant Job Description

Terms and conditions

£25K pro-rata
12 hpw flexitime*
25 days pro-rata (5 weeks) paid annual leave
Pro-rata Bank Holidays
Contributory Pension Scheme
IT working from home allowance
Mileage and travel expenses allowance
Perkbox employee benefits scheme
Company Macbook

* additional hours may be available in the future according to business need.

The role is subject to a three month probation period

Community Money Advice (CMA)

CMA is a charity rooted in Christian beliefs with a vision to reach out and help anyone with debt and money problems, without prejudice. We do this by working with churches and other community groups to establish local debt advice services run in and by the local community. CMA is therefore an enabler (envisioning communities and helping them establish services) and a service provider (offering a full range of support services to the local, affiliate centres).

CMA manages a broad range of customer facing and business development work, but underpinning all it is necessary that every member of the team is compassionately committed to helping people in debt. As a team, we expect high professional standards of us all, but we also believe we are people over and above being workers, and compassion and support underpin our relationships with each other and our customers (the affiliate centres).

We work and partner with people of Christian faith, other faiths and no faith, believing all are equal, but the CMA staff team are all Christians; our faith is intrinsic to the expression of our work, most of our affiliate advice centres are based in churches, so for this role candidates need to be of Christian faith (employment exemption under GOR).

IT Assistant Role

REPORTS

The role reports to the IT Manager, who in turn reports to the Chief Operating Officer

The IT Assistant will work alongside a small team of volunteers who form the Catalyst Development Team (see Catalyst Development, below); and also work cross-functionally as appropriate with other staff members.

THE WORK

The IT Assistant role exists to support the IT manager, who is responsible for carrying out large projects and providing day-to-day IT support. These broadly fall into the areas below:

Catalyst Development

Catalyst is CMA's bespoke case management software. It is a bespoke, cloud-based web application, developed in conjunction with our third party developer Practically iO. The web application and its underlying database is hosted by Layershift.

Catalyst is subject to a programme of continuous development and refinement, including: the enhancement of existing functionality; the development of new functionality required by changes in debt advice sector practice; and new functionality driven by CMA business development.

Working with the IT Manager, the volunteer Catalyst Development Team (CDT); Practically iO; and 3rd Party organisations, the IT Assistant will be involved in:

- Drafting working specifications for future functionality development, following consultation with the Catalyst Development Team
- Carry out user acceptance testing of proposed changes (development environment)
- Assist in the migration of changes to a live environment
- Where needed, work with Practically iO to resolve outages and other technical issues, ensuring consistent stability and accessibility for end users

Other IT Systems Development

The IT Assistant will, from time to time, be involved in developing and implementing other working systems (e.g. chatbot, CRM), alongside the IT Manager.

CMA Website

The IT Assistant will be responsible for providing ongoing support with the content management of the main CMA website, and will produce monthly reporting using Google analytics.

Hardware/Software Staff Support

The IT Assistant will manage all device setup (hardware and software) for staff laptops and phones, providing first-line, end-user support as required.

Note: CMA operate primarily on Apple hardware.

Conferences and other network meetings

Support the successful delivery of annual/regional conferences and meetings through the effective use of IT

Work with other departments and venue IT teams, to provide IT equipment and support for videoing conference presentations, pre-recorded presentations, etc.

General

- Provide IT based resources to support CMA growth and departmental requirements
- Attend regular Team Meetings (usually virtual)
- Contribute to team decision making
- Act as IT rep on cross-functional project groups

THE SUCCESSFUL CANDIDATE

Requirements

- An overview understanding of the debt advice landscape in the UK
- Demonstrable experience of effective IT project delivery
- Demonstrable general IT literacy and skilled use of standard business IT tools, such as G Suite and Microsoft Office
- Previous use of MacOS, G Suite Admin Console and Microsoft Volume licensing would be advantageous (although training can be provided)
- Excellent written and oral communication skills
- Demonstrable experience of effective cross-functional working
- Experience of working remotely on your own initiative
- A clean driving licence and the ability to undertake some travel for work within the UK

Location

- This role is primarily home-based with occasional travel to meetings and conferences.