

ABORTION SUPPORT NETWORK

Abortion Support Network – Volunteer role description

<i>Role / Title</i>	Support Analyst
<i>Line Manager</i>	Current Support Analyst
<i>Team</i>	Tech
<i>Location (if applicable)</i>	Anywhere
<i>No. of vols in post</i>	2

<i>Planned interview date(s)</i>	TBC
<i>Desired start date</i>	ASAP
<i>Time commitment</i>	0 to 2 hours per week, but rapid response needed sometimes (which is why we need more than one person)
<i>Duration of post</i>	12 months minimum

<i>Duties / brief role description</i>
Support Office 365 and SharePoint. Create new users, manage 365 SharePoint and 365 Exchange permissions.
Support Circle Loop or any other VOIP systems that allow our clients to contact us.

<i>Essential</i> skills/knowledge/experience
How to create users in SharePoint.
Solid understanding of permissions in SharePoint and Exchange. How to give or remove access to document libraries, folders and mailboxes using the online 365 admin centre.

<i>Desirable</i> skills/knowledge/experience
Background knowledge of 365 is desirable. What licensing options there are, how to check existing permissions for document libraries and folders.
A general understanding of VOIP and ideally Circle Loop.
A general interest in the tech world so you can give sound advice on purchasing of consumer items (eg laptops, mobiles and network tariffs).
Willingness to listen to the requirements of ASN and try to match it with what you know.

<i>Any training offered</i>
Basic SharePoint training from the current Support Analyst (who is staying in his role)

Please e-mail your completed form to volunteer@asn.org.uk by 14 October 2018.

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Thank you!