Norwich Pride Job Description – IT SUPPORT OFFICER

About the role: This role reports to the Chair or Co-Chairs of Norwich Pride and is active throughout the year. The IT Support Officer is part of the core Organising Team (OT).

As our IT Support Officer, you'll be the go-to person for keeping our digital world running smoothly behind the scenes. From ensuring our Organising Team volunteers have the tools they need, to safeguarding our data and systems, your work will directly enable us to focus on what matters most — organising our annual and much-loved Norwich Pride event in the city centre. You'll be the quiet hero behind the scenes, making sure technology empowers rather than hinders our mission.

Time Commitment: The average time commitment is likely to be in the region of 2-4 hours a week, longer if we're trouble shooting issues, and with a possible increase in commitment the closer we get to the main Pride event in July.

Requirements:

- Experience providing IT support in a small organisation or similar environment.
- Familiarity with the administrative, basic trouble shooting and set-up aspects of Microsoft 365, Teams, Outlook, websites, social media platforms etc.
- A problem-solving mindset & able to explain technical concepts in plain language.
- Patience, empathy, and a genuine desire to help others succeed with technology.
- Organisational skills and the ability to prioritise tasks in a busy, varied environment.
- An interest in learning and staying up to date with new tools and trends.
- Resilience
- Commitment to working for LGBTQIA+ equality

Responsibilities:

- Maintain and update our online and digital systems (e.g. Microsoft 365, Teams, Outlook, social media, website.
- Manage user accounts, permissions, and security settings to keep our data safe.
- Support the setup of new users and ensure smooth onboarding for new team members.
- Troubleshooting issues as they may arise with the various platforms we utilise.
- Liaise with external IT providers when specialist support is needed.
- Help us improve our digital processes—suggesting and implementing simple, cost-effective solutions.
- Keep an eye on software updates, backups, and cybersecurity best practices.

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Line Management and Support Statement

- You'll be part of the Organising Team and be line-managed, supported and guided by the Chair/Co-Chairs of Norwich Pride.
- You will work alongside around 7 colleagues on the Organising Team and sometimes with colleagues on our Delivery teams and or Trustees.
- The successful applicant will be supported with an induction process with a probationary period of 3 months which will end with a review of suitability and progress made.

NB: All those interested in volunteering and working with Norwich Pride must agree and advocate the Core Values of Norwich Pride, which can be found on our application form.

Norwich Pride is a Charitable Incorporated Organisation (number 1184491). All our activity complies with our charitable objectives, best practice and Charity Commission guidance. This includes our own policies and protocols of the organisation.