

Role description – IT support for the Knitting & Crochet Guild – issued February 2021

The Knitting & Crochet Guild relies on several IT systems. A team of volunteers is needed to support these systems because few individuals have the knowledge and skills to perform all the tasks. The team works under the guidance and direction of the Director responsible for the Guild's IT systems.

Common tasks for all systems

1. Maintain documentation of the system.
2. Coordinate actions with those managing other systems and with the teams operating the business processes supported by the IT systems.
3. Respond to problems reported by members.
4. Plan activities to minimise the impact on the working of the Knitting & Crochet Guild.
5. Manage business continuity and risk management actions (such as backups).
6. The systems contain sensitive information and volunteers must comply with security and data protection regulations and practices.
7. Work with the others in the IT team, other volunteers and external suppliers to develop and implement changes to the Guild's IT environment.

Common skills for all systems

1. Planning and execution of IT related activities.
2. Technical knowledge of the system being supported and its administration.
3. Problem anticipation, prevention and resolution.
4. Application of the principles of service management (such as the ITIL framework) and project management (such as PRINCE).

Other requirements for all systems

You will need access to a Windows, macOS or Linux computer to access the Guild's IT systems. You may also need to run specialist programs on your computer.

System-specific requirements

Microsoft 365

The Knitting & Crochet Guild uses Microsoft 365 applications to support electronic mail, chat, document sharing and other activities. These applications are provided through the Microsoft 365 online environment, supported by Microsoft applications downloaded by users of the system.

1. Manage user accounts on the system, including assigning privileges, licences and archiving data from users who are removed from the system.
2. Manage licences.
3. Manage the configuration of OneDrive, SharePoint, Exchange and Teams as used by the KCG (and other applications as needed).
4. Assist users of the Microsoft 365 system.

Specific requirements: because some of the system administration cannot be performed using the online user interfaces, volunteers supporting Microsoft 365 must have access to Windows 10 based computers so that they can use the Powershell utility.

Web server

The Guild's web site software runs on a virtual Linux server. To manage this you will need applications on your computer that allow you to access the Guild's computers, website database and file system.

1. Perform system administration and maintenance tasks on a Linux server.
2. Write, test, implement and maintain Linux (Bash) scripts.
3. Maintain DNS records on our server provider's website and to manage the backup regime using tools provided by the service provider.
4. Maintain the technical aspects of the website content management system (without maintaining its code), including housekeeping of its MySQL database, the file system and the template files.

Website content management

The Guild uses a content management system to provide its website. The *web server* volunteers manage the technical environment under which the content management system runs. The *web content* management volunteers maintain the content that is displayed by the website.

1. Add, edit and maintain the content of the website based on input from the Board and other volunteers. This includes adding or modifying text, uploading images and documents and linking these from the text. This is achieved through a "what you see is what you get" interface; this has its limitations and editing is more accurate and faster if the editors are familiar with writing html.
2. Manage access of members to the system.
3. Use mail merge with Word and Excel on your computer to maintain structured content.
4. Simple editing of images, for example cropping or changing their size.
5. Maintain consistency between the interactive map and the web pages for branches, groups and shops.

Sheep CRM (Membership Management System)

The Guild uses a membership management system known as Sheep CRM. Most of this system is configured using a browser interface, and the company behind Sheep (Authentic Digital) will assist with most other tasks. However, an understanding at a technical level of the script-based interfaces between Sheep, the website and other systems is required both to support the Membership Team volunteers and also to provide implementation-specific information to Authentic Digital when required.

1. Adapt existing scripts to support additional membership plans and other changes to the configuration of Sheep. A knowledge of JSON would be advantageous.
2. Support the Membership Team volunteers in updating any templates for automatically triggered emails (written in Markdown, supplemented by HTML). Authentic Digital will provide support, but the majority of changes should be able to be made by the Guild, and as a minimum a general understanding of using markup is required.
3. Test any modifications made to the configuration of Sheep without affecting management of the existing membership base, including supporting the Membership Team in determining the most appropriate configuration to adopt to suit their purpose by assisting in identifying the impacts of the options selected.