

Role description – IT support for the Knitting & Crochet Guild – issued July 2025

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

- Maintain documentation of the system.
- Coordinate actions with those managing other systems and with the teams operating the business processes supported by the IT systems.
- Respond to problems reported by members.
- Plan activities to minimise the impact on the working of the Knitting & Crochet Guild.
- Manage business continuity and risk management actions (such as backups).
- The systems contain sensitive information and volunteers must comply with security and data protection regulations and practices.
- 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

- Planning and execution of IT related activities.
- Technical knowledge of the system being supported and its administration.
- Problem anticipation, prevention and resolution.

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.

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

Web server

The Guild uses a hosted WordPress system for its website. Tasks that need to be performed are:

- System maintenance and management

- use the supplier's web interface to
- Restore from automatic backups (in the event of a major problem)
- Make offline (and restore) backups of the website
- Manage the versions of supporting software (the supplier provides prompts when this is needed and a help system to lead you through the task)
- Occasionally manage the files on the website (using a web interface provided by the supplier) – including uploading of files larger than permitted by WordPress
- Manage the configuration of our WordPress system
 - Manage and configure
 - Monitor automatic updates and apply optional updates when required
 - Assign special roles to individual users (eg website editors, Branch Coordinators)
 - Manage the connectivity between our website and other systems (this is done through web forms within the associated plugins)
 - Manage the options used within plugins that tailor them to our website
 - Manage the “Appearance” options for our website theme (a knowledge of CSS is needed for this)
- Manage the content of our WordPress system
 - Create, modify and remove posts and pages using the WordPress editor
 - Manage the images used by the website (including creating appropriate “alternative text”)