Role & Responsibilities of the

**IT Support Officer**

**Who will I be responsible to?**

The Club Committee

**Who will I be responsible for?**

None

**What is my role?**

1. To ensure the running of the Club Website and email system.
2. Maintain ownership of the Club’s domain.
3. Set up email accounts as and when required.
4. Maintain access requirements for the ClubBuzz system.
5. Act as first line support to the Club regarding ClubBuzz and escalating issues to ClubBuzz where necessary.

**What else can you tell me about the role?**

Currently the Club Website is hosted by ClubBuzz as part of the Club Management system.

The content on the website will be the responsibility of the Communications Officer.

We use Google Workspace to provide for our email hosting and data storage needs.

The role is predominantly just ensuring the IT Systems are in working order for the Club to operate.

**Training needed**

* A DBS Check (you will have access to all Club Data);
* A very basic understanding of web hosting;
* A basic understanding of Google Workspace;
* An understanding of the [ClubBuzz Club Management System](https://help.clubbuzz2.co.uk/).

**How much time will I need to give to the role?**

More work will be required in the summer months to get the new committee members and captains onboarded onto the systems (Google and ClubBuzz). This may take a few hours a week. Routine maintenance of ClubBuzz would be unlikely to take longer than two hours a week unless there is a major issue from a user.

**What tasks are involved?**

Tasks will include:

1. Ensuring the ownership of the Club’s domain remains with Leeds Hockey Club.
2. Setting up Google Accounts for those who require them.
3. Maintain the access requirements for ClubBuzz so that staff and captains have the appropriate access.
4. Provide training for:
   1. Google Workspace
   2. ClubBuzz
5. Responding to Data Subject Access Requests sent through by the Data Protection Officer.