

Online Communications Support Officer

Terms of Reference

Duration:	6 month contract
Start date:	6 th June 2012
Hours:	1 day per week (flexible hours)
Remuneration:	24K to 26K GBP per annum, pro rata (dependent on experience).
Location:	London, UK

Key tasks

1. Review PBI's online communications infrastructure, including website, email and intranet package, evaluating external technical requirements and SLA to host existing package and identifying internal support needs.
2. Coordinate a transition of the website and intranet to a new third party host, including evaluating quotations and liaising with existing and new supplier(s) to ensure a cost-effective option best suited to PBI's needs is found and implemented with minimal disruption to service.
3. Manage the transfer of PBI's email package to a cloud host provider, including tidy up of package in the process and provision of internal support for all active account users.
4. Provide support as needed to PBI's internal web editors using Typo3.

Person Specification

Essential	Desirable
Educated to degree level or comparable experience of equivalent in digital media and communications.	
Experience of working in the NGO or charitable sector for a medium-large sized international organisation.	
Excellent communicator, experienced in managing supplier contracts	
Technically proficient with LAMP, server administration, and multi-user CMS	Experience with Typo3
Experience overseeing the delivery of any system changes and service additions.	Experience of providing user training, documentation, support and guidance to a wide variety of users with varying levels of expertise.
Understands the wider administrative and user-support issues related to the deployment and use of organisational communications systems	
Fluent in English (verbal and written)	Working Spanish (verbal and written)

Deadline for applications: 9am (BST) 21st May 2012

Interview date: 24th May 2012

The candidate must have the right to live and work in the UK.