

Job Specification: IT Technical Lead & Training Support

Organisation: 2econd Chance

Website: www.2econdchance.co.uk

Location: Hendon, NW4

Contract: Part-Time (3 Days per Week) – 12 month Initial Term

Salary: Circa £24,000 (Pro Rata of £40,000 FTE)

Role Overview

We're looking for a hands-on and adaptable IT professional who combines strong technical expertise with a commitment to social impact. This role blends operational IT leadership with vocational training support.

You will take ownership of technical quality across our charitable refurbishment programme while working alongside teaching staff to support vulnerable adults in developing practical industry standard IT skills. Your contribution will directly support our mission to reduce the digital divide and create pathways into employment through technology.

Key Responsibilities

1. Refurbishment, Training & Technical Quality

- Act as the technical lead for all refurbished devices, ensuring consistently high standards for resale or donation
- Support teachers in delivering hands-on training, guiding learners through disassembly, diagnostics, repair, and software installation
- Carry out final quality control checks before devices enter the sales or donation pipeline
- Identify faults early and ensure devices are fully functional to minimise post-sale issues
- Evaluate incoming donations from corporate partners to determine refurbishment viability and processing requirements.
- Manage software installation and licensing (Windows/Office) across refurbished and internal machines

2. eCommerce & Sales Support

- Work closely with the Multi-Channel Sales Executive to support online sales activity
- Provide accurate technical specifications and condition assessments for listings
- Advise on pricing based on performance, battery health, and hardware configuration
- Help identify which devices are suitable for eBay versus community distribution
- Liaise with donor should there be any technical issues with devices

- Develop and implement ‘after-sales’ support for sold and donated devices.

3. Systems, Data & Infrastructure

- Oversee secure data wiping processes, ensuring full compliance with GDPR and data protection standards
- Manage the flow of devices through our CRM and inventory systems from donation to final use
- Maintain internal IT infrastructure, including network (Unifi Wi-Fi, LAN/WAN), patch panels, and server environment (IIS)
- Support hardware and systems including AWS environment, desktops, CCTV and display equipment
- Manage user accounts, backups, and disaster recovery processes to ensure continuity
- Provide general internal IT support across our systems

What We’re Looking For

Technical Skills & Experience

- Strong hands-on experience with Hardware to include laptops, desktops, tablets and smartphone hardware repair, diagnostics, and refurbishment
- Experience managing small networks (Unifi, LAN/WAN, patch panels)
- Familiarity with server environments and server management (IIS, SQL), CRM systems, and business tools such as Xero
- Solid understanding of data security, GDPR, and secure data sanitisation
- Comfortable managing both infrastructure and day-to-day IT support

Soft Skills

- Patient and approachable, with the ability to support individuals in a learning environment
- Able to explain technical concepts in a clear, simple way
- Practical problem-solver with a hands-on mindset within the charity

Personal Attributes

- Proactive and self-sufficient – takes ownership of technical standards and systems
- Strong attention to detail, particularly around quality control and data security
- Positive, supportive, and a team player
- Motivated by social impact, sustainability, and community development