

Job Description

ClickBSL IT Support and Training

Full Time

About Positive Signs

Positive Signs is a Deaf-led organisation dedicated to breaking down communication barriers and promoting true Deaf inclusion.

Through our core brands — **Deaf Inclusion**, **ClickBSL**, **DeafWork**, and **BSL Guru** — we deliver interpreting, training, translation, and employment services that empower Deaf people and support employers to become genuinely accessible.

Job Title

ClickBSL IT Support and Training

Hours of Work

Full time, Monday to Friday, 35 hours per week

Location

Remote (home-based) with options to work at the Positive Signs Hub, Upminster when required.

Reports to

Head of ClickBSL Service Delivery

Department

ClickBSL / Positive Signs Ltd

Package

- Salary: £30,000 - depending on experience
- Flexible hybrid working
- Ongoing professional development and training opportunities

Description

Purpose

The ClickBSL IT Support and Training provides technical expertise to support both ClickBSL operations and Deaf professionals in their workplaces. Internally, the role ensures ClickBSL customers and LSPs can access and use the ClickBSL app effectively (non-billable). Externally, the ClickBSL IT Support and Training delivers billable technical support services to customers, including workplace software (where agreed by the employer), AI, and system training, ensuring Deaf professionals can thrive in digital environments.

Key Responsibilities

1. ClickBSL Technical Support (Non-Billable)

- Troubleshoot customer issues with the ClickBSL desktop app.
- Support LSPs during live calls if technical problems occur.
- Work with Mission Control to escalate or resolve system-wide issues.
- Record recurring technical issues and report to ClickBSL Manager for resolution.

2. Customer Technical Support (Billable Service)

- Provide 1:1 support to Deaf customers on workplace technology, including:
- Setting up and customising virtual meeting backgrounds.
- Installing and configuring software (Microsoft 365, Teams, Zoom).
- Navigating CRMs (e.g., HubSpot, Salesforce).
- Training in effective use of AI tools for workplace productivity.
- Deliver short training sessions and practical workshops.
- Accurately record billable hours for invoicing purposes.

3. AI & Innovation

- Train customers in using AI responsibly (e.g., summarising meetings, drafting documents).
- Advise Positive Signs Ltd leadership on AI solutions to enhance services.
- Stay up-to-date with emerging digital and accessibility technologies.

4. Administration & Reporting

- Maintain accurate records of customer support sessions.
- Log technical issues and resolutions for future reference.
- Contribute to customer-facing resources (FAQs, how-to guides, short videos).

Skills and Competencies

- Strong knowledge of Microsoft 365, Teams, Zoom, and workplace platforms
- Experience with CRMs (e.g., HubSpot, Salesforce)
- Knowledge of AI tools and workplace applications.
- Effective troubleshooting and problem-solving skills.
- Excellent communication in British Sign Language (BSL).
- Ability to explain technical issues in accessible language.
- Strong organisational skills, with attention to detail.

Qualifications and Experience

- Previous IT support, digital training, or technical consultancy experience
- Experience supporting Deaf or disabled users in digital environments (desirable)
- BSL fluency (essential)
- IT/software certifications (desirable but not required)

Key Attributes

- Patient, supportive, and approachable
- Proactive and solutions-focused.
- Strong customer service orientation.
- Enthusiastic about digital inclusion and accessibility.

Company Benefits

- Company Healthcare
- Birthday is not a workday
- Holiday Purchase Scheme
- Long Service Holiday Reward
- Company Sick Pay
- Access to the ClickBSL Founders Incentive Scheme

Positive Signs Ethos

At Positive Signs, we are committed to creating a more inclusive world. As a Deaf-led organisation, our core mission is to enable others to improve their equal opportunities practices, with a focus on Deaf inclusion and accessibility.

We proudly apply the same values within our own organisation, fostering a supportive and equitable working environment. Positive Signs is an equal opportunities employer and a Disability Confident organisation. We actively encourage applications from individuals who share our passion for inclusion and who bring diverse experiences to our team.

Declaration of Interests

All employees of Positive Signs Ltd are required to declare any existing or potential conflicts of interest. This includes any controlling or significant financial interest in an external business, such as another interpreting provider, supplier, or related service, which could impact or be perceived to impact your role at Positive Signs.

Any such interests must be disclosed to the Director at the start of employment or as soon as they arise during the course of employment. This ensures transparency and upholds the integrity of Positive Signs' services and relationships.