

ISLAMIC RELIEF UK

HR Department

Job Description & Person Specification

ICT Support Technician (6 months in the first instance)

Location: UK Head Office, London

Salary: £20,910 pro rata plus £3,000 London weighting

Reports to IT and Development Supervisor

Islamic Relief

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of colour, race or religion. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a key, well known and respected aid agency in disaster relief and the ongoing development of people in over 30 countries. It specialises in Education & Training, Health and Nutrition, Water & Sanitation, Income Generation, Orphans' Support, Emergency Relief and Disaster Preparedness. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and is an implementing partner for DFID, ECHO, the World Food Programme and UNHCR.

Islamic Relief UK forms part of Islamic Relief Worldwide and is primarily a fundraising and awareness-raising unit which is also becoming increasingly active in the implementation of UK social welfare and community development projects. IRUK works with various sections of the community including local authorities, schools, welfare organisations, government and non-governmental organisations.

Job Brief

The ICT Support Technician (ITST) is responsible for providing 1st line support to all staff at IRUK's head office in Waterloo and the Islamic Relief shops in Walthamstow and Cardiff (managed sites). Duties include managing, troubleshooting, and supporting problems with workstations, laptops, telephones, and servers. The ITST works with the ICT team to solve problems, introduce new solutions and maintain ICT systems, networks and assets.

Duties

Network

- Cable management server side and client side for all managed sites
- Manage rack and server room requirements for all managed sites
- Help to design and implement network design
- Procure hardware and research hardware configuration for all network development increments
- Configure and manage servers and services for iruk, including but not limited to;
 - Active Directory Servers
 - DHCP servers
 - PBX servers
 - Antivirus Servers
- Ensure all network services and servers are kept up to date and are available for business use
- Maintain up to date asset register for hardware and software (licenses)
- Provide multi-site support for all managed sites and/or liaise with onsite support personnel
- Audit networks for software, hardware
- Manage user creation, administration and security for all managed network users
- Administer antivirus policy and outbreak procedures

Telephony

- Create users and groups as per requirements of IRUK departments and units and in close cooperation with line manager and ICT team for Avaya PBX
- Assists in creation, management, administration and enhancement of advanced telephony functionality (ACD structures, queuing, overflow)
- Assist in management and enhancement of SIP telephony infrastructure for IRUK

IT Support

- Provide technical support for all managed sites
- Provide support for approved applications in use throughout IRUK

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- Provide support for PC's, laptops, printers, fax machines, telephones, servers and services
- To diagnose, rectify or escalate all problems and issues pertaining to areas of support
- Procure, install and configure new IT hardware according to the pre-approved policies and conventions of IRUK
- Provide remote support and administration for managed sites
- Manage fault resolution for IT hardware throughout managed sites and/or liaise with onsite support personnel and appropriate support and hardware vendors
- Implement new initiatives as and when directed to do so by line manager

Projects

- Provide assistance as and when required to do so on projects being undertaken by line manager and/or department
- Be prepared to research and present findings on new technologies as and when instructed by line manager

Documentation

- Create detailed technical and user documentation for all procedures managed or developed according to predefined standards and quality
- To maintain organised filing system for all paperwork related to ICT and to coordinate with other team members to ensure filing system is accessible, consistent, systematic and when appropriate, centralised.

Person Specification

Experience

- Demonstrable evidence of providing desk top support for work stations in a busy office
- Configuration experience
- Experience of telephony support is desirable
- Previous experience of software propagation methods (unattended installation, MS SMS, etc) is desirable
- Managing small projects from conception to delivery
- Experience of the commercial sector would be useful

Skills

- Good understanding of the workings of computers and laptops
- Ability to develop work and project plans
- Ability to adapt to steep learning curves and work on own initiative
- Excellent time management skills
- Strong focus on customer service

Qualifications

- ICT qualification would be desirable (A+, N+, MCDST)

General

- Strong motivation and empathy towards the aims and objectives of the organisation
- Strong organisational skills i.e. ability to prioritise and plan work, set and achieve deadlines, establish and maintain monitoring systems etc.
- Excellent communications skills
- High standard of written and spoken English
- Willingness to travel and work outside normal office hours
- Have a flexible approach to work

All these requirements are considered essential unless otherwise stated.