

Job Title:	IT Technician
Reports to:	Head of Department

General job description:

To support members of staff in all aspects of IT use, equipment and development, for both UK based and international offices.

1. Principal responsibilities:

- Provide support through the helpdesk to members of staff in relation to PC hardware, software, networking, communications, mobile devices, telephones, internet etc. and aim to deal efficiently with faults, issues and broken equipment as to assist other staff in their roles.
- Providing 1st line support for the users in Pewsey, UK.
- Providing 1st and 2nd line support for the facilities in the international offices.
- Develop IT equipment, either faulty or ensure software is continuously updated.
- Install, monitor, maintain and administer equipment and services relating to servers, backups and associated network/telecommunications infrastructure including performing routine scheduled tasks.
- Build and maintain effective working relationships with external services and monitor software's performance and efficiency. Introduce and adapt new software for the purposes of the organisation.
- Maintain our educational systems such as learning management systems and helpdesk portal, create new users and helping with systems access.

2. Technical Competencies:

- Regularly review and update IT systems and software ensuring their smooth performance.
- Respond promptly to requests from IT Manager and senior management, and make recommendations where necessary.
- Ensure IT security, for systems, software, databases and personal data. Advise staff on basic IT security and safety.
- Ensure policies and procedures are created and adhered to.
- Keep IT Manager regularly informed of software issues, faults and backlogs of IT support requests.
- Assisting in departmental cover as and where required.

3. Educational Requirements and Work Experience:

You will be working within our IT Team from our international office in Pewsey, Wiltshire. This is an office-based role.

Any successful candidate will need to be committed to Barnabas Aid's Christian ethos, statement of faith and aims. Each candidate must already have the right to work in the UK and have a good awareness of theology, other world religions and current affairs.