



# Open Doors

60 years of serving persecuted Christians

## Job Description

### Job Title: IT Service Support

**Work Location:** Witney

### Who we are

Open Doors is a Christian charity that is looking to recruit active, practicing Christians to help meet the growing needs of the persecuted church worldwide. Hostility, violence and abuse of Christians around the globe is on the increase. Open Doors works in over 50 countries to ensure that those facing such persecution are not forgotten, but can stand strong to serve their communities and give life.

### Job summary

Working closely with the wider IT Team, this role will be responsible for delivering a timely and effective IT service to both existing and new Open Doors UK&I staff both in person and remotely. The role will provide 1<sup>st</sup> and possibly 2<sup>nd</sup> line support as well as managing overall service operations in terms of Incident, Problem and Change (ITIL) process.

### About the team

Reporting to the ICT Support and Development Manager, you will work closely with the IT team, 3<sup>rd</sup> party support organisations, and all Open Doors UK & I staff.

### Hours

37.5 hours per week. Usually between 8.00am to 6.00pm Monday to Friday. This position involves some evening and weekends at conferences and events or for emergency call-outs for which TOIL (time off in lieu) may be claimed.

### Responsibilities and requirements

Provide excellence in service by:

#### A) Ticketing and service management

- ensure all incidents reported are logged, distributed and followed up on within agreed response times
- ensure that all parties are consistently updated with regard to current activity and status of tickets/tasks/projects
- ensure effective technical on-boarding of new staff and volunteers including hardware, user accounts, software and operating systems
- ensure effective off-boarding of staff and volunteers that leave Open Doors UK&I
- daily monitoring of staff issues, responding and following up on these issues within agreed timescales
- communication of IT issue status via email, announcements and social feed updates
- escalate unresolved incidents that are out of SLA
- able to work on-call / out-of-hours for major incidents (with time in lieu)

- escalate issues to 2<sup>nd</sup> line IT Support when required.
- liaise with our external 3rd line support team for more complicated issues

## **B) Service management**

- ownership of infrastructure risks, policy and control implementation including IT security and mitigation actions
- contribute to supplier contract negotiations and renewals
- identification and delivery of IT infrastructure improvements where appropriate

## **C) IT Operations**

- management of operational responsibilities such as tape backup. Being available to support onsite maintenance where required
- undertake operational IT processes including daily checks, processes and procedures per an agreed checklist / schedule and SLA
- maintain a high-quality level of business data through regular clean-up tasks
- maintain assets and configuration database and comply with change procedures
- maintain client desktop and laptop updates
- computer account administration through Active Directory / O365 for password resets and user setups. Exchange Administrative Centre for e-mail accounts
- maintain documentation for regular tasks to a high quality

## **D) Ad hoc / project support**

- provide support in IT moves and changes for desk moves, remote working and equipment deployment
- support the audio-visual systems and provide meeting and support for smaller events
- linking in with the Facilities Manager to ensure new staff setups are completed including imaging new computers and any bespoke software setup
- assist with administration and support for the CRM system including user setup

## **E) End user training and support**

- disseminate good IT security practice and alert IT management of possible security breaches
- provide user coaching, guidance and day-to-day support for computer and technology use
- updating staff awareness of upcoming IT upgrades
- training of staff where a knowledge gap is identified through issues raised
- induction of new staff to PC / Network / Print / CRM navigation and usage within ODUK&I

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

## **Applying your Christian faith to this role**

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- contributing to and leading daily devotions (this can be for the whole team or just smaller, departmental groups)

- participating in retreats, days of prayer and fasting etc.
- committing to private prayer for the work associated with this role, your direct reports and closest colleagues
- working in such a way so as to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- to be open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else

## Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

## Who you are

**You will demonstrate the following essential criteria for this role:**

### Competency

- computer management with knowledge and experience of Windows Server management, Active Directory, IT Administrative tools (e.g., Azure and O365 management)
- educated to GCSE or equivalent
- ability to work effectively under pressure, managing workload to meet time deadlines and produce work of a consistently high standard
- self-disciplined and able to work on own initiative, to prioritise effectively, and to meet deadlines
- strong interpersonal skills and ability to work with and serve a wide cross section of people
- good standard of written and verbal communication skills
- high level of accuracy and attention to detail especially in relation to data input

### Character

- demonstrates a high level of commitment
- able to work effectively under pressure
- responsible and mature outlook
- high standard of personal hygiene; clean, tidy and professional appearance
- a positive and professional approach both internally and externally

### Calling

- committed Christian who is completely in sympathy with the calling and mission of Open Doors

### Culture

- chemistry with Open Doors staff
- commitment to Open Doors' Core Values

**In addition, it would be beneficial for you to demonstrate the following:**

- IT experience working within a 1<sup>st</sup> line support or similar environment with a working knowledge of ITIL and service levels
- experience and training of ITIL Incident, Problem and Change processes
- experience of working with Office 365 / Azure

Enhanced disclosure information may be requested from the DBS in the event of a successful application.