



Job Title: IT OFFICER - SUPPORT OFFICE

ROLE SUMMARY

To maintain and support the MAF IT services, ensuring that the IT standards, policies and procedures are adhered to.

RESPONSIBILITIES

To Manage and Support the IT Services:

- | Monitoring the IT service desk application and mailbox, dealing with and triaging all requests as they arrive in an appropriate and timely manner.
- | Ensuring all service issues are reported and tracked within the IT service desk application, as well as setting priorities appropriately (against business impact)
- | Providing IT service desk first line support for all tickets. Ensuring the service documentation is kept up to date.
- | Continually monitoring the existing IT service desk tickets to ensure that they are actioned by IT staff. Including contacting IT staff for updates and reporting issues to the IT Management Team
- | Ensuring that IT Services comply with the IT Standards, policies and procedures.
- | Providing second level support as directed by the IT Management Team
- | Supporting and maintaining IT services as directed by the IT Management Team.
- | To assist in the planning, testing and implementation of upgrades and enhancements to systems as directed by the IT Management team
- | Assist with the management of IT assets and spares, keeping the global IT assets lists up to date, and seeking approval to procure additional items as required.
- | Ensuring documentation of all services and systems are maintained, and available to all IT staff.
- | Ensuring the IT Change Management process is adhered to.
- | Identifying areas of potential risk and reporting to the IT Management Team
- | Carrying out regular preventative maintenance routines, including patches and security updates, as directed by the IT Management Team
- | Monitor and confirm services are running at optimum, including capacity management and data backups. Reporting any issues through the Service Desk
- | Providing advice and guidance to programme based IT staff (globally), and other staff where required, with regards to IT services, in line with the IT department standards, policies and processes.
- | Promote the IT Manual as the organisation's IT standards and policies document.

To participate in the spiritual life of MAF by:

- | Attending corporate daily prayer meetings to hear about the work of MAF and to spend time in prayer and worship with other staff members
- | Participating in spiritual sessions of prayer and biblical reflection within the team
- | Demonstrating commitment to the vision, mission, values and beliefs of MAF
- | Actively working and living in accordance with the evangelical Christian beliefs of MAF
- | Maintaining your own spiritual development

Other reasonable responsibilities as may be required by your line manager

ACCOUNTABILITY

The IT Officer is accountable to the assigned IT Manager, or as directed by the International IT Manager. The IT Service Desk, availability of IT services, meeting agreed deadlines, regular reports, and feedback from customers are the primary means of performance assessment.

RECRUITMENT REQUIREMENTS

	Essential	Desirable
Education and Qualifications:	<ul style="list-style-type: none"> Excellent communication skills, including spoken and written English A good general level of education 2 years IT experience Understanding of, and worked within ITIL framework 	<ul style="list-style-type: none"> Formal IT Qualifications (e.g. Microsoft MSCE) ITIL Qualification or good practical experience working in an ITIL environment
Job Related Experience:	<ul style="list-style-type: none"> Understanding of computer networking, LAN/WAN/Firewall concepts. Understanding of file servers, virtual servers and active directory Experience support, deploying and maintaining hardware (e.g. Desktops, Laptops, etc) Good level of customer service and care Capable of working independently as well as part of a team Experience supporting Windows environments (W10) Experience of Incident Management Experience managing onsite and cloud Microsoft products including O365, Azure, Active Directory, etc 	<ul style="list-style-type: none"> Experience or knowledge working with tools such as pfSense, Sophos, Jira. Experience with Ubuntu/Linux environments Experience with PowerShell In depth knowledge of IP Protocols, TCP/IP, DHCP configuration and experience configuring and supporting routers, firewalls, WAN's and VPN's, with an understanding of DNS Significant experience troubleshooting IT issues
Personal Qualities:	<ul style="list-style-type: none"> Committed and mature evangelical Christian, able to demonstrate understanding and acceptance of the Statement of Faith and willing to proactively take part in MAF events and meetings e.g. prayer meetings, away days etc. Able to describe these beliefs and values to others so as to represent MAF as a Christian mission organisation 	
Key Behaviours: Key Behaviour group 2 - Specialist	<ul style="list-style-type: none"> Service Orientation (Core) Emotional Resourcefulness (Core) Living our Values (Core) Getting the Work Done Thinking and Problem Analysis 	<ul style="list-style-type: none"> Quality Communication and Information Handling Learning Relationship Management Decision Making and Initiative Resource Management

Time required in job to reach effective performance:

- | Induction period – 3 months
- | Time to reach full effectiveness – 3 months

RELEVANT KNOWLEDGE

MAF Knowledge:

Purpose, vision and organisation culture
Policies

Staff Handbooks
Organisation structure
Purchasing procedures

Programme Knowledge:

Local cultures and customs
Programme's strategic plan
Portfolio of services
MAF's history