

SUPPORT TECHNICIAN (O365/AAD)

SALARY

£33,412 (*negotiable*)

REPORTING TO

Head of IT

HOURS

Full time

CONTRACT TYPE

Permanent

DEADLINE

We reserve right to close recruitment asap

LOCATION

Wakefield, West Yorkshire
with flexible working policy in place

ABOUT US

Penny Appeal was set up in 2009 to provide poverty relief across Asia, the Middle East and Africa by offering water solutions, organising mass feedings, supporting orphan care, and providing emergency aid. We've come a long way since then and have grown tremendously in the past 11 years!

We've transformed lives and empowered communities, helping to break the poverty cycle and build brighter futures. Over the past few years, our work has expanded and our teams have grown considerably, allowing us to launch new campaigns and work in even more crisis-hit countries. As well as strengthening communities in over 30 countries around the world, we also make it a point to support vulnerable people here in the UK, too.

Each of our projects are carefully designed to be accessible and effective. They are a wonderful blend of emergency support, short-term relief, and longer-term sustainable solutions. Our way of approaching relief means that we can save lives immediately, improve situations in the coming days and transform communities for years to come.

At Penny Appeal, people are at the heart of everything we do. Every one of our projects are tailor-made to meet the needs of those we support and benefit as many people in need as possible, in ways that cost our generous donors just a little bit of loose change each day.

Vision

Transform small change into big difference for those who need us most.

Mission

Inspired by the universal values of the Islamic faith, Penny Appeal's mission is to serve all those in need at home and abroad.

Strategic Aims *Within 5 years*

1. Best in class Muslim Charity
2. Sunday Times top 100 businesses to work for
3. Most recognisable Muslim charity in the world
4. Raise over £100 million per annum for good

Key Facts

We are a British Muslim led charity

Our HQ is in Wakefield, West Yorkshire. We have approximately 160 staff based in the UK, with many more across the world

UK staff have been working from home for last 18 months, but we are instigating a move back a brand new office in early 2022, coupled with a new flexible working policy

Please read our latest Annual Report [here](#).

ABOUT YOU

For us, it's not just what we do, it's how we do it. Our values are important to us and we're looking for people who will live and breathe them.

THE ROLE

You will participate in the day-to-day support, configuration, maintenance and monitoring of the O365, SharePoint and Azure Active Directory (AAD) infrastructure to ensure high availability of all IT services.

This will also involve participating in an out of hours on call rota. You will also take a leading role in developing our O365, AAD and SharePoint infrastructure and configuration, advising the SMT on strategic problems and opportunities.

Assisting in the development of and agreeing key performance indicators for the service with Charity colleagues will also be required.

The post holder will provide project support for configuration and installation of new infrastructure as well as BAU day to day support to enable the Management Team to deliver new projects for the Charity alongside managing our operational service.

Accountability:

The post holder will work to agreed objectives, working autonomously, referring to management only when required. They will act as a specialist in the given technology and demonstrate the ability to lead on a given task and take ownership of their work in order to ensure tasks are completed to the required standard and in a timely manner.

Follow the standard operating procedures for the day-to-day management of infrastructure to ensure high availability of the infrastructure, e.g., routine daily checks, fine tuning.

Communication and relationship skills

Communicate a range of IT issues which can be complex and multi-stranded and also negotiate priorities on IT training, system design and development, reporting processes with non IT managers; Trains and presents on complex IT issues.

Liaise, as appropriate, with external 3rd party service providers in dealing with software incidents and problems, which may be of a complex nature and may require reconfiguration of policies within the systems. Handle all complaints efficiently and professionally, following established Charity procedures.

To provide appropriate, effective, timely and accurate advice and guidance to end users, some of which maybe complicated and difficult to explain, about the use of available devices, systems, applications, and services.

As appropriate, to advise end users of their obligations to use the Charity's data appropriately and safely and preserve and protect the integrity of confidential information.

Planning and organisational.

The post holder will be required to plan and organise a broad range of complex activities and ensure projects and tasks meet their required deadlines.

This may also involve coordinating with 3rd party suppliers to ensure all parties are working to deliver and meet a specified date.

The post holder will provide 3rd line support for all O365 incidents raised; investigation, diagnosis and resolution of complex incidents and problems logged via the Service Desk. For us, it's not just what we do, it's how we do it. Our values are important to us and we're looking for people who will live and breathe them.

Key areas:

- Day to Day Management of O365, AAD and SharePoint To maintain up-to-date Flow and Forms configurations
- Ensure backups are working
- Monitor the performance of AAD infrastructure, regularly scrutinising reports for emerging trends, escalating any emerging problems, and recommending corrective action
- Project Support

The post holder will be expected to provide project support to deliver the following:

- Design and Build
- Installation + Testing
- Decommissioning
- Service Delivery
- Liaise with and manage contracts with 3rd party service providers
- Proactively participate in the day-to-day management and delivery of essential change to preserve the integrity of the IT infrastructure and its further development
- Assisting in the development of and agreeing key performance indicators for the service with Charity colleagues will also be required
- Assists in the continuity of systems by applying technical expertise to find and implement the right technical solutions to complex incidents and problems

KNOWLEDGE & SKILLS

Skills Framework for the Information Age (SFIA) includes the following competencies

IT Management (Minimum SFIA Skills Level 6)

- Excellent at identifying and managing resources needed to plan, develop and deliver technology services
- Strong influencer of senior level customers and technology teams, ensuring that services are managed to agreed levels of availability and performance
- Strong technology service management budgeting, estimating, planning and objective setting skills
- Knowledge sufficient to plan and manage the implementation of processes, tools and methods for monitoring and managing the performance of systems and services, in respect of their contribution to business performance and benefits to the business
- Practical knowledge of monitoring people, supplier and systems performance, taking corrective action where necessary.

Stakeholder Relationship Management (Minimum SFIA Skills Level 6)

- Excellent interpersonal skills to act as a single point of contact for senior business stakeholders in relation to technology services
- Excellent communication skills with non-technical stakeholders to ensure that they understand the available technology services, and to promote financial awareness to deliver value-for-money
- Strong analytical and influencing skills to assess demand for services and ensure that the necessary investments are made to deliver required services
- Able to negotiate at senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined.

Knowledge Management (Non SFIA Skill – see ITIL V3)

- Has a good understanding of ideas and principles underpinning Service Knowledge Management Systems (SKMS), which are the repositories of data, information and knowledge that technology functions need to manage the lifecycle of their services.

Desirable:

- MCSE or equivalent experience
- Proven track record of configuring, managing, and troubleshooting O365, AAD, and SharePoint
- A minimum of 2 years' experience of working with Microsoft Cloud Services would be advantageous

Continuity Management (Minimum SFIA Skills Level 5)

- Sufficiently strong knowledge to lead technology service continuity planning and implementation (within the context of overall business continuity planning)
- Communication and liaison skills to coordinate the identification of information and communication systems which support the critical business processes, and the assessment of risks to the availability, integrity, and confidentiality of those systems
- Analytical skills to evaluate the critical risks associated with these systems and identifies priority areas for improvement
- Good at coordinating the planning, designing, testing and maintenance of procedures and plans to ensure that agreed levels of continuity are maintained.

Financial management for IT (Minimum SFIA Skills Level 5)

- Financial management knowledge to monitor and manage technology services expenditure (including software licences, maintenance and other recurring expenditure), ensuring that financial targets are met and examining any areas where spend may exceed agreed budgets or varies significantly from previous forecasts
- Able to assist with the definition and operation of effective financial control and decision making, especially in the areas of service cost models and the allocation and apportionment of those costs.

Supplier Relationship Management (Minimum SFIA Skills Level 6)

- Able to influence policy and procedures covering the selection of suppliers, tendering and procurement, promoting good practice in third party management
- Well-developed commercial skills to identify and manage external partners, working with professionals in other Penny Appeal departments (e.g. procurement, legal)
- Expert at the management and maintenance of the relationship with suppliers of planned and operational services.

ADDITIONAL INFORMATION

Safeguarding

We are an organisation that takes safeguarding very seriously. All staff will be expected to adhere to our policies, processes, and approach.

Applying

Please send a statement (of no more than 2 sides of A4, font size 11) clearly outlining how you match our requirements, as well as a two-page CV outlining your professional, volunteering experience, education/qualifications and any other relevant information to jobs@pennyappeal.org. Please state the job title in the email title.

Deadline

We are running a rolling a recruitment, so reserve the right to close the post at any point. Please don't delay in getting your application in to us!