

Role			
Position	IT Support Analyst	Reports To	Business Technology Manager
Contract terms	Permanent, Full Time		
Purpose			
The IT Support Analyst provide hands-on IT support across hardware, software, network, and cloud systems, ensuring smooth daily operations. Manage user issues, maintain system security and availability, and coordinate with external providers on more complex needs. Includes some facilities tasks to support a safe, well-run office.			
Key Responsibility Areas			
<ul style="list-style-type: none">• Provide technical support to staff, assisting with troubleshooting and resolving hardware, software, and network issues promptly.• Install, configure, and maintain desktops, laptops, mobile devices, printers, and related IT equipment to ensure reliable performance.• Monitor business systems and network infrastructure, performing routine checks and collaborating with third-party providers on escalated issues.• Perform regular updates, security patches, and backups to maintain system integrity and minimise downtime.• Manage user accounts and access permissions, including password resets and regular access reviews.• Support cloud-based solutions (e.g., Microsoft 365, SharePoint, OneDrive, Azure), ensuring availability and accessibility for users.• Coordinate employee onboarding and offboarding processes, including provisioning and deactivating IT access in line with company procedures.• Respond to helpdesk requests, document issues and resolutions, and maintain accurate support records for ongoing improvement.• Provide basic IT training and guidance to staff, promoting best practices and supporting user adoption of new technologies.• Escalate complex technical problems to external providers, following established protocols.• Contribute to IT-related documentation and user guides to enhance staff knowledge and support efficient operations.• Deliver afterhours technical support both onsite and remotely as needed.• Assist with general office upkeep, including liaising with the landlord, arranging car WOF, minor maintenance, health & safety, and coordinating contractors.• Help monitor the office alarm system.			
Relationships			
Internal	▪ All Staff		
External	▪ IT Service Providers, Tearfund Partners, Facilities Contractors & Suppliers		

Skills and Competencies	
Technical <ul style="list-style-type: none"> ▪ Experience supporting Windows Desktop and Server environments. ▪ Familiarity with Microsoft 365 (including Teams, Outlook, OneDrive, SharePoint). ▪ Exposure to Azure Active Directory and cloud-based systems. ▪ Working knowledge of networking fundamentals (e.g., IP addressing, DNS, basic router/firewall concepts). ▪ Proficiency with Microsoft Office applications (Word, Excel, Visio, etc.). ▪ Experience with Apple macOS and iOS devices. 	Behavioural <ul style="list-style-type: none"> ▪ Problem-solving: Ability to troubleshoot and resolve technical issues efficiently. ▪ Time management: Capable of balancing IT support and administrative tasks. ▪ Effective communication: Able to explain technical information to non-technical staff. ▪ Attention to detail: Ensure system configurations, licenses, and documentation are accurate and up-to-date. ▪ Planning and organizing: Manage daily responsibilities and tasks effectively. ▪ Providing a service: Strong service attitude in supporting users.
Experience	
Essential	<ul style="list-style-type: none"> ▪ Hands-on experience with installing, configuring, and maintaining IT hardware and software (e.g., desktops, servers, networking equipment). ▪ Basic troubleshooting of networks (e.g., connectivity, Wi-Fi, basic router/firewall support). ▪ Understanding of CRM systems, databases, and/or operating systems (e.g., Windows Server, Microsoft 365).
Desirable	<ul style="list-style-type: none"> ▪ Experience tracking software licenses and coordinating with external IT vendors. ▪ Exposure to facilities or office upkeep, including coordination of maintenance or health & safety tasks.
Qualifications	
Essential	<ul style="list-style-type: none"> ▪ Tertiary qualification in Information Technology or equivalent hands-on experience.
Desirable	<ul style="list-style-type: none"> ▪ Certifications such as CompTIA A+ or Microsoft Fundamentals