



# junior helpdesk support engineer

job description and organisational overview



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## job overview

<b>Post:</b>	Junior Helpdesk Support Engineer. A full time post reporting to the IT Manager
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB
<b>Salary:</b>	£24,000 - £26,000 depending on experience.
<b>Closing date:</b>	5pm on 26 November 2018. Interviews to be held week commencing 3 December.

## background

In the autumn of 1906, eleven men gathered around a table to witness the birth of the United Kingdom Evangelization Trust (UKET). Progressive for its time, UKET's primary function was to hold in trust resources generously given by its members for Christian based philanthropy.

Fast forward 112 years and Stewardship remains a progressive pioneer of generosity; receiving, investing and releasing over £70 million of charitable giving each year. Having undergone radical growth through numerous mergers, Stewardship is now proud to be the 8th largest faith based charity.

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated professional services company. The transformation has involved changing some of our core functions, with growth in the likes of IT, digital marketing and product development. We have a very strong donations-processing platform developed and maintained by an outsource partner. Furthermore, we are actively growing our ability to connect with our clients and connect them to each other, to roll out our services using the ever-widening array of device platforms and to create and change new products.

Due to the breadth of services we offer, including online charitable giving accounts, payroll, mortgages and deposits, account examination, educational resources and digital marketing campaigns, our IT systems are complex and diverse. The current team of four permanent staff, each contributes in-depth knowledge and enthusiasm to the diverse daily challenges.

We are now recruiting for a Junior Helpdesk Support Engineer based at our offices in the City. This is an ideal opportunity for a recent college or university leaver to work amongst a small team, gaining exposure to a variety of systems and play a significant part in driving forward our mission.



## mission, vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

Our mission is **transforming generosity**:

**We make giving easy** and help over 25,000 individuals to give around £70 million each year, to our database of over 19,000 charitable causes. We help people organise all of their charitable giving from the first gift to the last, any amount at any age, using their Stewardship giving account. We are also a Payroll Giving agent and our online fundraising website, give.net, helps hundreds of causes raise more money each year.

**We inspire greater generosity** from the Christian community too, through our wealth of resources, courses and campaigns for individuals and churches alike. We challenge and provoke the church to teach more effectively on generosity. Our own generosity campaigns and resources, including the award-winning 40acts, attract thousands each year.

**We strengthen Christian causes too**, by offering practical, tailored financial and legal support to help Churches and Christian charities to transform the world. We offer a range of professional, legal and financial support services to churches, charities and individuals.

At our core, as believers in Jesus Christ, are the biblical values of:

**Generosity   Integrity   Relationship   Excellence**

### **Occupational Requirement (OR)**

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.



## job description

### overview

Reporting to the IT Manager, you will be working in a fast-paced and busy environment, providing a wide range of IT support, ensuring the high-availability and continued advancement of systems for Stewardship customers and staff.

Stewardship's IT environment reflects this breadth and complexity of the services it provides. Using the latest technologies, the Stewardship IT team strive to provide secure, fast and reliable services to both internal and external customers. Working with others from across the business, we are determined to deliver innovative solutions to deliver in our mission of transforming generosity.

Our recently-produced Digital Strategy reaffirms the essential role IT will play in the future of Stewardship and identifies a number of new and exciting projects along the journey to delivering this strategy.

Under the supervision of the Helpdesk Support Engineer, your role will consist of providing 1<sup>st</sup> line IT support across the organisation, giving you exposure to a wide range of systems and technologies, with each day bringing a new challenge.

### main responsibilities:

- Working with the Helpdesk Support Engineer, you will be the first point of contact to Stewardship staff, assessing incoming requests within defined SLAs and following through to completion or escalating where necessary.
- Assisted by the Helpdesk Support Engineer, provide operational support for a range of Microsoft and Apple end-user IT systems.
- Maintain the security of Stewardship's IT systems through all phases of the system lifecycle.
- Monitor and maintain regular backups of Stewardship's systems and data.
- Configure user accounts and equipment to defined standards and within agreed timescales.
- Produce and maintain clear documentation for the configuration and use of Stewardship's IT systems for both technical and non-technical audiences.

### person specification:

#### about you

We recognise that to be great at your role there are certain characteristics that are important, and others that enable a good fit within our existing team, and culture:

- As a committed Christian and active member of your Church, you are looking for a means to build your career in a way that puts your growing technical expertise to good



use.

- You love to learn and explore and, as a result, have a strong desire to grow your skills deeper and broader.
- You have strong problem-solving skills, are naturally analytical and are able to think clearly and logically.
- You are self-directed and exhibit strong initiative. Once set a goal, you have the motivation to find out what needs doing and the drive and tenacity to work it through to completion.
- You take pride in what you do, aiming to deliver the highest possible service to both your internal and external customers and have a keen eye for detail, often noticing when something “isn’t quite right.” You’re able to prioritise a number of competing tasks.
- You enjoy working within a talented team, towards delivering something bigger than the sum of the individual efforts. You recognise the importance of your contribution to your peers and to the organisation, and make it your business not to let anyone down.

### your experience

We are seeking someone with the right attitude and aptitude rather than the right history. So, experience in a helpdesk support role is not a prerequisite. However, the following will stand you in good stead:

- Being educated to A-Level or degree level, or holding specialist qualifications (ideally, but not necessarily, in the realm of IT).
- Previous experience working in an IT support role would be an advantage, but not essential.
- Excellent working knowledge of Microsoft Windows (7 – 10) and Microsoft Office 2016.
- Familiar with using Apple iOS mobile devices.
- Enjoying computers, particularly the more technical angles, such as scripting and networking. Knowledge of network technologies would be an advantage.
- You’re very familiar with different technologies and know your RJ-45 from your Lightning connector.
- You keep up-to-date with the fast pace of change within IT and can see how those changes will benefit you and those around you.
- You like to understand how things work and why things happen.
- You have taught yourself skills or bodies of knowledge in any field.



## working for us

### Working hours:

This is a full-time post. Stewardship's normal office hours are 9am to 5pm, Monday to Friday. Occasional out of hours work (including weekends) may be required in accordance with the needs of the organisation; where this is necessary, time off or payment in lieu will be available.

### Annual leave:

25 days (plus 2 additional discretionary days at Christmas).

### Company benefits:

Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary, into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Other benefits are available including childcare vouchers, subsidised gym membership, a matching scheme for charitable giving, and we always remain open to ways we can look after staff and create an environment where people want to work.

More details on staff benefits can be found at <https://www.stewardship.org.uk/about-us/working-for-us>.



## application process

Please complete our standard application form, together with an equal opportunities form. If these are not attached to this document, please download from <https://www.stewardship.org.uk/about-us/working-for-us>. Please also include your CV.

Please provide suitable daytime and mobile contact details as well as a confidential email address wherever possible.

Please submit all your paper work electronically to [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk). All correspondence will be acknowledged within 48 hours.

If you do not receive an acknowledgement for all future emails, please presume your email has not been received; you should make contact by phoning 020 8502 5600.

**For further information, please contact Linda Hodges, Administration & HR Manager.**

**Address:** 1 Lamb's Passage, London, EC1Y 8AB

**Telephone:** 020 8502 5600 ext 300

**Email:** [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)