

# Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

<b>ROLE</b>	<b>IT Technician</b>
<b>STATUS</b>	<b>Full-time (based at the head office in Bolton)</b>
<b>HOURS</b>	<b>40 hours per week (9am – 5.30pm)</b>
<b>RESPONSIBLE TO</b>	<b>IT Manager</b>
<b>SALARY</b>	<b>Starting from £22,500 per annum</b>

## THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

## THE ROLE

UWT are looking for an enthusiastic and self-motivated IT Technician to work as part of a friendly team. You will be responsible for the maintenance and support of the charity's network infrastructure.

## MAIN DUTIES

- Day-to-day applications, systems and hardware support;
- Maintaining all IT equipment and ensuring IT complies with industry standards;
- Setting up user accounts, permissions and passwords;
- Organize and schedule upgrades and maintenance without deterring others from completing their work;
- Making sure documentation is kept up to date with changes;
- Develop and maintain local networks in ways that optimize performance;
- Ensure security and privacy of networks and computer systems;
- Logging and managing support tickets which have been raised by email, phone or in person;
- Making sure all tickets are responded to and addressed in a professional, efficient and timely manner;
- Support in troubleshooting, developing and documenting solutions related to software setup and errors;
- Ensure issues are resolved in a timely fashion, document and report status, escalate urgent problems requiring specialist expertise;
- Assisting our 3<sup>rd</sup> party suppliers with projects where needed;
- Identify computer or network equipment shortages and place orders;
- Any other tasks that are commensurate to this post

## PERSON SPECIFICATION

CATEGORY	CRITERIA	REQUIREMENT
<b>Qualifications</b>	Degree in Computer Science, engineering or relevant field	Essential
	Certified as an IT Technician (e.g. CompTIA A+, Microsoft Certified IT Professional)	Desirable
<b>Experience</b>	Experience of working in an IT support role using all of the following technologies: Microsoft 365/Sharepoint, Windows Active Directory, Windows 10 Operating System, Microsoft Office	Essential
	Experience of working with DNS and DHCP – can “speak” these protocols – and knowledge of CLI	Essential
	Experience of working with Windows servers (maintenance, health checks, software deployment, active directory)	Desirable
<b>Skills / Abilities</b>	Organised and methodical with good time management skills	Essential
	Excellent communication skills; capable of explaining technical problems in “plain” English (verbal and written)	Essential
	Ability to recognise the right tool/situation for the right situation/problem	Essential
	Aptitude to learn and adapt with a creative approach to problem solving in a fast-moving environment	Essential
<b>Knowledge and understanding</b>	An overall understanding of networking (firewalls, routers/switches, protocols, VPN, IPv4, cabling, printers)	Essential
	Understanding on network security maintenance and monitoring	Essential
	Understanding of data backup and disaster recovery procedures	Essential
	Demonstrated knowledge and experience of the humanitarian and non-profit policy sector	Desirable
<b>Other</b>	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	The ability to occasionally adapt working hours to meet the requirements of the organisation	Essential
	Hold a valid UK driving license and have full access to your own car	Desirable

**This post is subject to a Disclosure and Barring Service (DBS) check.**

The closing date for applications is **30<sup>th</sup> September 2023**, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to [vacancies@uwt.org](mailto:vacancies@uwt.org)

Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter.**

For more information or discussion about the role please contact: 01204 661049