

Job Description

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



Reg. Charity No. 1000851

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| ROLE | IT Applications Analyst |
| STATUS | Full-Time (Head Office) |
| HOURS | 37.5 Hours per week (Mon - Fri) |
| RESPONSIBLE TO | Head of IT |
| SALARY | £26,000 – £32,000 (Dependent on experience) |

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

The IT Applications Analyst supports the effective operation, maintenance and improvement of business applications used across the organisation. The role assists with application support, user administration, system testing, data and reporting requests, environment support, change activity and coordination with technical teams and external suppliers.

The post holder will work with both technical and non-technical teams to help ensure systems are stable, issues are investigated, changes are tested properly, and operational data is accurate and available when needed.

KEY RESPONSIBILITIES

Application Support and Administration

- Provide first and second-line support for business applications used by internal departments and external users where applicable.
- Investigate application issues, user queries, system errors, access problems, configuration issues and data discrepancies.
- Manage user accounts, roles, permissions and general application administration tasks.
- Escalate defects or technical issues to development teams or suppliers, providing clear details, examples and supporting evidence.
- Support urgent operational incidents and help ensure business-critical processes continue to run effectively.

Testing, UAT and Change Support

- Assist with the testing of system changes, bug fixes, enhancements, configuration updates and new functionality.
- Prepare and execute test scenarios, record test results, raise defects and support retesting through to completion.

- Work with users to understand requirements and confirm that delivered changes meet the expected business outcome.
- Support change control activity by documenting outcomes, risks, known issues and post-change observations.
- Carry out post-release checks to confirm that applications and key processes are working as expected.

Environment and Deployment Support

- Support Production, UAT, QA and test environments for key applications.
- Assist with application releases, patches, deployments, configuration changes and redeployments.
- Help ensure test environments are available, stable and suitable for user testing and technical validation.
- Support environment refreshes, test data preparation, recovery activity and deployment readiness checks.
- Coordinate with internal technical teams, developers and external suppliers to resolve environment or deployment issues.

Data, Database and Reporting Support

- Extract, check and validate data to support reporting, investigations, reconciliations and operational decision-making.
- Produce scheduled and ad-hoc reports for management and operational teams.
- Support finance, donation, allocation, reconciliation, compliance and operational reporting requirements where applicable.
- Assist with data validation, data quality checks, data migration support and investigation of reporting discrepancies.
- Support database backup, restore, refresh and recovery activities where required, under appropriate technical guidance and controls.

Systems and Technology Exposure

The role may involve supporting a range of business systems and technologies, such as:

- CRM, donor management, finance, payment, reporting or operational platforms.
- Web-based portals and internal business applications.
- Payment gateways and recurring payment processes, such as Stripe or similar platforms.
- SQL databases and data extracts used for reporting, validation and troubleshooting.
- Reporting tools, spreadsheets and data analysis outputs.
- Production, UAT, QA and test environments.
- Application integrations, scheduled jobs and data processing workflows.

PERSON SPECIFICATION

| CATEGORY | CRITERIA | REQUIREMENT |
|--------------------------|---|-------------|
| Qualifications | Educated to degree level in IT, Computer Science, Information Systems, or equivalent practical experience. | Desirable |
| | IT service/support certification (e.g., ITIL Foundation). | Desirable |
| | Relevant Microsoft, data, or application support certification. | Desirable |
| Experience | Experience supporting business applications in a live operational environment. | Essential |
| | Experience working with Production, UAT, QA or test environments. | Essential |
| | Experience with payment platforms, CRM systems, finance systems, donor systems or web applications would be beneficial. | Desirable |
| | Experience with application deployment or release support | Essential |
| | Experience with reporting tools, Excel, data exports or reconciliation reports | Essential |
| | Experience working with external suppliers or offshore development teams | Essential |
| | Good understanding of application support, user administration, issue investigation and escalation processes | Essential |
| | Understanding of testing, UAT, defect tracking, retesting and release support. | Essential |
| Skills /Abilities | Ability to work with data extracts, reports, reconciliations and data validation tasks | Essential |
| | Knowledge of SQL, databases, backup/restore concepts or data troubleshooting would be advantageous. | Desirable |
| | Ability to communicate clearly with business users, technical teams, developers and external suppliers | Essential |
| | Ability to create or support small scripts, reports or data tools would be desirable. | Desirable |
| | SQL query writing or database investigation experience. | Desirable |
| | Knowledge of APIs, integrations, scheduled jobs or background processing. | Desirable |
| | Basic scripting or automation experience, such as PowerShell, Python or similar. | Desirable |
| Other | Demonstrates strong attention to detail, accuracy, and ownership. | Essential |
| | Able to work collaboratively and maintain professional stakeholder relationships. | Essential |
| | Willingness to participate in occasional out-of-hours support for releases/incidents. | Desirable |

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

The **closing date for applications is 1st August, 2026**, 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

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 661048