Job description

Senior IT Support Officer

Reporting to:	Head of IT & Data
Staff responsibility:	N/A
Salary:	£33,100 per annum plus London weighting if applicable (home address within M25 perimeter) Contributory pension scheme
Location:	Remote
Holiday entitlement:	27 days plus three discretionary days between Christmas and New Year and statutory holidays
Terms and conditions:	Full time, 35 hours a week. The post holder may be required to work some evenings and weekends. Time off in Lieu will be given in line with the charity's policy
Contract:	24 months fixed term contract

About Bowel Cancer UK

We're the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care. We currently have around 90 staff based in England, Wales Scotland and Northern Ireland.

Thanks to the generosity of our community, we're in a privileged position to be able to grow our staff team to deliver our ambitious strategy, On a Mission. There are huge challenges facing bowel cancer patients across the UK and our community needs us now more than ever. We're building a strong and united team to bring us closer to a world where nobody dies of bowel cancer.

Job summary

We're seeking an experienced IT Support Engineer with specialised knowledge in Office 365 and Microsoft Azure to join our team. As an Office 365 and MS Azure specialist, you'll be responsible for managing and optimizing our Office 365 and Azure environments, providing technical support to end-users and ensuring the smooth operation of our IT systems. You'll play a critical role in maintaining the security, reliability and performance of our Office 365 and Azure services while delivering exceptional support to our internal users. If you're a proactive problem-solver with a passion for technology and a commitment to excellence, we invite you to apply for this exciting opportunity to contribute to our IT operations and help drive our organisation's success.

Main responsibilities

- Manage and administer Office 365 applications and services, including Exchange Online, SharePoint Online, Teams and OneDrive for Business

- Administer Microsoft Azure services, including Virtual Machines, Azure Active Directory, Azure Networking and Azure Storage

- Monitor system performance, troubleshoot issues and implement solutions to ensure maximum uptime and reliability

- Provide technical support to end-users regarding Office 365, Azure and other IT systems, resolving issues in a timely and efficient manner

- Collaborate with internal teams to design and implement IT solutions that meet business requirements and align with best practices

- Conduct regular security assessments and implement appropriate measures to safeguard Office 365 and Azure environments against security threats

- Assist with the planning and execution of IT projects, including migrations, upgrades and system integrations

- Create and maintain documentation, including system configurations, troubleshooting guides and user manuals

- Stay current with industry trends and advancements in Office 365 and Microsoft Azure technologies, recommending enhancements and improvements as needed

- Provide training and guidance to end-users on how to effectively utilize Office 365 and Azure services

Other duties

- Collaborate with third-party vendors and service providers to resolve complex technical issues or implement new solutions

- Assist in the evaluation, selection and implementation of new software or hardware solutions to improve efficiency and productivity

- Assist in the implementation and enforcement of IT policies, procedures and security standards to maintain compliance with regulatory requirements

- Other duties as required by the Head of Data & IT

Person specification

Qualifications and experience

- Significant experience in IT support, with a focus on Office 365 and Microsoft Azure

- Proficiency in administering Office 365 applications and services, including Exchange Online, SharePoint Online, Teams and OneDrive for Business

- Hands-on experience with Microsoft Azure services, including Virtual Machines, Azure Active Directory, Azure Networking and Azure Storage

- Strong troubleshooting skills and the ability to diagnose and resolve technical issues independently

- Excellent communication and interpersonal skills, with the ability to interact professionally with end-users and colleagues

- Proven ability to manage multiple tasks and priorities

- Relevant certifications such as Microsoft Certified: Modern Desktop Administrator Associate, Microsoft Certified: Azure Administrator Associate, or equivalent certifications preferred

Personal qualities

- Adaptability

- Effective Communication

- Problem-Solving Skills

- Data Driven

Safeguarding

Safeguarding is everyone's responsibility and we're committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory, basic or enhanced disclosure from the Disclosure and Barring Service (DBS - UK), (PVG – Scotland) or Access (NI) dependent upon the role. There is no cost to you and will be processed on your behalf.