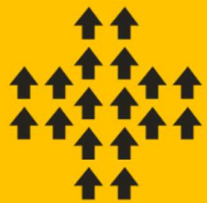


Helpdesk Support Engineer

Role Description and Recruitment Pack



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Role overview

Title:	Helpdesk Support Engineer
Hours:	Full time, 35 hours per week
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB
Reports to:	End User Computing Lead
Salary:	£26,000 - £35,000 p.a. depending on skills and experience
Closing Date:	Friday 6 December 2024, 9am Interviews week beginning 16 December 2024

Why this position is important to us

Stewardship is on 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, account examination, educational resources and digital marketing campaigns, our IT systems are complex and diverse. The current team of two, each contributes in-depth knowledge and enthusiasm to the diverse daily challenges.

The impact you will have in this role

We are now recruiting for a Helpdesk Support Engineer based at our offices in the City.

This is an ideal opportunity for a someone wishing to work in a small, friendly team, gaining experience and exposure to a variety of systems and play a significant part in driving forward our mission.

Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

Our vision and values

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

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



Generosity
expressed with
Joy



Relationship
strengthened with
Understanding



Integrity
demonstrated with
Justice



Service
delivered with
Excellence

For over 100 years, we've helped Christians, charities and churches activate generosity, resource their calling and make a difference in Jesus' name.

In 1906, Stewardship was created by a small group of Christians uniting to release generous gifts and financial support to Christian ministries in the UK and overseas. Among their number were professionals and philanthropists, chemists and church planters, factory workers and evangelists, with each giving as they were able.

Today we help over 30,000 Christians experience the joy of being 'actively generous', supporting over 4,000 churches, 2,300 Christian workers and 6,000 charities.

Our methods have changed, but our mission remains the same.

Job detail

Overview

Reporting to the End User Computing Lead, 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 End User Computing 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 Digital Strategy affirms the essential role End User Computing 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 End User Computing Lead, your role will consist of providing first line End User Computing support across the organisation, giving you exposure to a wide range of systems and technologies, with each day bringing a new challenge.

Main responsibilities

To include, but not limited to:

- You will manage the End User Computing needs of the Stewardship office, ensuring that peripherals, printers, and remote meeting equipment is in order.
- 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 End User Computing Lead, 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.
- 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.
- Provide IT inductions for new joiners, and decommissioning for leavers.

It's all 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.

- You will have the ability to build and maintain strong relationships across the organisation, with a friendly, confident and collaborative approach.
- You must have excellent verbal and written communication skills and be able to communicate clearly and effectively.
- You must enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team. There should be an understanding of the needs of others and a willingness to help and adopt a flexible approach to working patterns.
- You should be a motivated self-starter, able to work independently, prioritising tasks. You should be comfortable working under pressure to challenging deadlines, able to adapt to rapidly changing situations and workloads, be well organised.
- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.

If you have some level of fit with this role and feel called to apply, please do so.

This role would suit either an individual at the start of their IT career looking to develop their technical skills as well as someone with more experience to bring to the team, this is reflected in the broad salary range. Please do talk to us to see how this role might fit your circumstances and ambitions.

Desired skills and experience

Skills and experience	Essential	Desirable
Meet our Occupational Requirement to be a practising Christian and active member of a local church.	✓	
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 able to think clearly and logically.	✓	
You are self-directed and exhibit strong initiative. Once set a goal, you have the motivation to work it through to completion.	✓	
You take pride in what you do, aiming to deliver the highest possible service.	✓	
You have a keen interest in computers and find yourself learning and experimenting with technology.	✓	
You enjoy working within a talented team, towards delivering something bigger than the sum of the individual efforts.	✓	
Working knowledge of Microsoft Windows 10 or 11 or Apple MacOS and Microsoft Office.	✓	
Being educated to A-Level or degree level (or equivalent), or holding specialist qualifications (ideally, but not necessarily, in the realm of IT).		✓
Previous experience working in an IT support role		✓
Familiar with using Apple iOS mobile devices.		✓
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.		✓
Experience of working in an environment serving and responding to customer enquiries, providing excellent customer service		✓
Experience of supporting or training others on computer skills or systems.	✓	
Experience of installing, configuring and troubleshooting IT hardware or software systems	✓	

Working for us

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

Q. What are the pension arrangements?

A. 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.

Q. Is it possible to work from home?

A. This role is based in our office full-time. However, some hybrid working could be negotiated on occasion.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
 - Hybrid and flexible working options
 - Contribution to your charitable giving account
 - Generous leave allowances
 - Long service awards
 - Participation in the Cycle to Work Scheme
 - Death in Service benefit (4x annual salary)
 - Option to join a Health Cash Plan
 - Interest-free season ticket loan
-



How to apply



Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to 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, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.