

Job Title:	ICT Officer
Department:	ICT
Location:	London
Reports to:	ICT Manager
Line Management responsibility:	None
Budgetary Responsibility:	None
Child Safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

The ICT Officer provides the first line technical support and ensures smooth ICT operations across the organisation. The role encompasses troubleshooting hardware/software and network issues, whilst managing devices via Microsoft Intune and maintaining Office 365 applications. Additionally, the ICT Officer is responsible for setting up and maintaining meeting room equipment, managing IT assets and ensuring security compliance. This hands-on position requires regular presence in the office to support the organisation's ICT needs.

Key Accountabilities:

1. Provide first-line technical support to end-users.
2. Troubleshoot and resolve hardware, software and networking issues
3. Respond to and resolve staff queries in a timely manner.
4. Maintain and manage devices using Microsoft Intune.
5. Ensure devices are up to dates, particularly with security patches and updates in the security centre.
6. Assist in settings up and configuring PCs, monitors and other hardware.
7. Setup and maintain meeting room equipment.
8. Ensure smooth operation of audio-visual equipment for meetings and presentations.
9. Occasionally provide on-site support for external meetings.
10. Manage office 365 applications and the admin centre.
11. Create, manage and deactivate user accounts.
12. Backup user accounts and ensure data integrity.
13. Present in the office two days a week for routine tasks.
14. Occasionally be present in the office on additional days to meet staff for physical device support.
15. Assist with the procurement of IT hardware and software.
16. Maintain records of IT assets and inventory.
17. Look after the asset register, ensuring it is up to date and accurate.

18. Setup, maintain and troubleshoot printers.

Other

19. Ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
20. Comply with all policies, procedures, legal and regulatory requirements.
21. Any other duties commensurate with the accountabilities of the post.
22. Plus, any other, e.g. Travel requirements.

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Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Educated to Bachelor's degree level.	Essential	Application
Experience & Knowledge:		
Proven experience in a similar help desk or IT support role.	Essential	Application and Interview
Proficiency in managing devices using Microsoft Intune.	Essential	Application and Interview
Strong knowledge of Office 365 applications and the admin centre.	Essential	Application and Interview
Experience in setting up and managing meeting room equipment.	Essential	Application and Interview
Skills & Abilities:		
Good interpersonal and communication skills and ability to liaise effectively with people at various levels.	Essential	Application and Interview
Good team work skills with the ability to work with different and sometime conflicting agendas.	Essential	Application and Interview
Good organisation, coordination and project management skills.	Essential	Application and Interview
Strong and well-developed analytical skills coupled with experience of writing quality proposals and reports Strong analytical abilities.	Essential	Application and Interview
IT literate with knowledge of Microsoft Office applications and the ability to learn and use any software adopted by Muslim Aid.	Essential	Application and Interview
Ability to adapt to changing deadlines and priorities.	Essential	Application and Interview
Ability to work in and with a diverse team.	Essential	Application and Interview
Ability to work under pressure and on own initiative.	Essential	Application and Interview
Excellent troubleshooting and problem-solving skills	Desirable	Application and Interview
Willingness to travel at very short notice.	Essential	Application and Interview
Commitments:		

Commitment to Muslim Aid's mission, visions and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity and diversity	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below:	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	