

IT SUPPORT ADMINISTRATOR
PERMANENT CONTRACT, PART TIME (4 DAYS), IMMEDIATE START
£27,800 - £32,000 PRO RATA PER ANNUM

Reduced hours may be possible, to be discussed during interview as necessary and appropriate.

THE ROLE

Join the 24-7 Prayer team!

We are looking for a part time IT Support Administrator to work with our IT Director and Operations Team to manage our IT software and hardware during a time of enormous growth for us as a staff team and movement.

You will be a friendly point of contact for the 24-7 Prayer staff and national teams, supporting their IT needs. You'll be someone who can clearly communicate and listen to problem solve and instil confidence in others, with an expertise in Microsoft applications including Teams and SharePoint on both PC and Mac devices. This role requires someone who has excellent interpersonal skills, attention to detail, and is highly proficient in office software and tools with excellent administrative ability.

This role can be either based in our Woking office or a hybrid role. If hybrid, there is a requirement to attend mandatory in-person meetings at either our Woking office or Waverley Abbey House (averaging once a month).

If you would like to apply for the role, please click [here](#) to complete the application form. When prompted in the application process, please upload*:

1. Your CV
2. A 1-page covering letter explaining why you are suitable for the role and why you would like to work at 24-7 Prayer.

**If you do not upload both pieces of documentation your application will not be taken further. Please note: all applicants must have an existing legal status to work and reside in the UK.*

Closing date for applications: Sunday 16 March 2025

Interview date: Thursday 27 March 2025 (in person in Woking)

Please note that this role holds an occupational requirement for the post holder to be a practising Christian with a living relationship with God, living in accordance to biblical principles. This is in accordance with Schedule 9 of the Equality Act 2010.

About the organisation: 24-7 Prayer began as one simple prayer meeting in 1999, and is now an international, interdenominational movement, reviving the church and rewiring the culture through non-stop night and day prayer. From apps and courses to prayer rooms and blogs; we exist to help people pray.

Job Description

Job title:	IT Support Administrator
Salary:	£27,800 - £32,000 pro rata
Contract type:	Part Time (4 days), Permanent
Line managed by:	IT Director
Role overview:	The IT Support Administrator will assist the IT Director in managing all areas of 24-7 Prayer's IT hardware and software.

Key Responsibilities

- Manage all aspects of 24-7 Prayer's IT external service desk provision, including monitoring budget, scope, reporting and SLA's.
- Own Microsoft 365 account across the international team:
 - Champion best use practices across staff team, implementing 2025 M365 external review
 - Act as expert and triage team questions
 - Identify opportunities for efficiency and collaboration improvements
 - Create and deliver introductory training to all new hires and national leaders
- Organise software licensing, set up and ongoing maintenance including IT infrastructure software, e.g. VPN, AI productivity tools.
- Administrate hardware and software aspects of our joiners and leavers process, including purchasing/set up/disposal of laptops, tracking budget and managing the asset register
- Work closely with the Operations team to ensure delivery of an effective Intranet, for communication of key information with the staff team.
- Deliver ongoing IT training for team: e.g. annual updates on cyber security, and ensure staff are appropriately trained to use software effectively.
- Manage office equipment, including internet connectivity, telephone, screens, projectors and printing and copying hardware, and become an expert user of these tools. Administrate PAT testing. Work closely with Operations team to ensure that the team are fully enabled in this area.
- Understand the detail of GDPR requirements and working procedures. Work closely with the Operations team to ensure adequate data sharing agreements with national teams are in place and support as needed.
- Implement IT infrastructure projects as required, in partnership with the rest of the IT Team.
- Manage access to the www.24-7prayer.com website and escalate any support issues to site developers and/or the website hosting company.
- Produce regular reports as required, e.g. service desk support stats.

Key Requirements and Skills

- Successful track record providing highly effective IT services to users.
- Highly organised with excellent attention to detail, especially in service provision.
- Excellent communication skills both verbal and written to IT non-specialists.
- Highly proficient in office software and tools with excellent administrative ability.
- Ability to work in a diverse, multi-tasking environment.
- Excellent interpersonal skills.

- Capacity to be flexible in approach and adaptable to changing situations.
- Able to display patience, resilience, and optimism.

Additional Comments:

- The Postholder will be expected to maintain a living relationship with God and live consistently according to biblical principles.
- Reasonable time will be given for retreat, prayer, and personal spiritual development in liaison with your line manager.