



IT Tech Support Team Lead

Responsible to: Director of Organisational Resilience

Key Relationships: Senior Resilience Officer, Director of Impact and Strategy, Operations Officer, Team Resilience focal points, MS365 Migration Consultant

Contract: Permanent

Working Hours: Full-time, 37.5 hours per week

Salary: Circa £35,000 gross per annum (TBC with P&C)

Location: London, UK (Article 19 is a flexible employer and encourages a hybrid working environment. The frequency of time in attending the office and working from home is to be agreed with the successful candidate).

About Us

ARTICLE 19 is an international think–do organisation that propels the freedom of expression movement locally and globally to ensure all people realise the power of their voices.

Together with our partners, we:

- THINK: We develop cutting-edge research and legal and policy analysis to drive change worldwide.
- DO: We lead work on the frontlines of expression through our 9 regional hubs across the globe.
- PROPEL: We propel change by sparking innovation in the global freedom of expression movement.

We do this by working on 5 key themes:

- promoting media independence;
- increasing access to information;
- protecting journalists;
- expanding civic space; and
- placing human rights at the heart of developing digital spaces.

For over 35 years, ARTICLE 19 has worked for a world where all people everywhere can freely express themselves and actively engage in public life without fear of discrimination. We do this by combining research, campaigning, and cutting-edge legal analysis.

[Explore our impact since 1987](#)

About the Role

We are seeking an IT Tech Support Team Lead to support ARTICLE 19 during its migration to MS365 platform and applications. The ideal candidate will be responsible for overseeing A19's technical support operations, including deploying, optimising and supporting applications and users across the organisation. The candidate will play a crucial role in managing user accounts within Azure AD (Microsoft Azure Identity) and maintaining A19's Microsoft 365 ecosystem. The candidate will also do device management, including use of Microsoft Intune, and play an integral role in roll out of new policies and procedures following A19's migration to MS365 platform.

Our Values

Integrity

- We hold ourselves to the high standard we set for others.
- We are coherent on matters of law and policy wherever we work in the world.
- We value visibility, objectivity and the accuracy of our work.

Transparency

- We know good information can enable powerful action.
- We are clear, open and honest in our dealings with each other and the outside world.

Collaboration

- Our network of supporters and partners is the lifeblood of our organisation.
- We seek to build productive and inspiring relationships based on the trust our partners, supporters and donors place in us.

Diversity

- We respect each other and we listen to each other.
- We actively defend those whose voices are marginalised.

Accountability

- We say what we mean and we do what we say, speaking with one voice wherever possible.
- We work hard to make sure our learning and reporting is the best it can be.

Tenacity

- We never give up.
- We are tenacious and will find every possible avenue to seek changes in law and practice to secure the freedoms associated with our mission.

Innovation

- We are proud of our expertise and are always ready to share what we know.
- We seek to explore the boundaries of our field for benefits of the freedom we protect.

What your job will look like

- Lead the IT support team in providing exceptional technical assistance across Windows and Mac platforms.
- Provide comprehensive software support, including installation, configuration, maintenance, and troubleshooting application-specific issues, including management of user accounts, permissions, and access controls within Azure AD.

- Oversee the deployment, maintenance, and troubleshooting of Microsoft 365 applications and services, including Teams, OneDrive and SharePoint.
- Support the roll out and implementation of IT related policies and procedures to optimize response times and service quality.
- Investigate and resolve technical problems escalated to Team Resilience. These may include software glitches, system errors, and hardware malfunctions.
- Coach relevant staff working with Team Resilience to enhance their Microsoft 365 support and maintenance skills.
- Coordinate with Resilience staff and external vendors to resolve complex technical issues.
- Conduct regular training sessions for staff on MS365 capabilities, IT best practices and information security awareness (hardware, software, and applications).
- Support and resolve user issues while maintaining accurate records of incidents, resolutions, and troubleshooting steps.
- Actively promote MS365 usage and provide guidance to users for optimal utilisation of the technology and leveraging platforms capabilities.
- Generate dashboard reports regarding system usage, user adoption of various MS365 components and evaluation of incident logs.

Skills and Expertise you will need

- At least 5 years of IT support experience, with a strong Microsoft technology background.
- Expertise in managing Azure AD and Microsoft 365 solutions.
- Proficiency in supporting both Windows and Mac environments.
- Strong problem-solving abilities and excellent communication skills.
- Exceptional communication and training skills, capable of engaging with a wide range of stakeholders and empowering staff with varying levels of technical expertise.
- A problem-solver who is proactive in identifying challenges and opportunities within IT/Security environments and agile in implementing solutions.
- An individual with knowledge and experience of working with global non-profit organisations made up of diverse cultures is an asset.

Our Reward Package

- Salaries are determined by our salary scale.
- We offer comprehensive benefits including a range of well-being plans; generous paid leave and public holidays; family friendly policies; generous sickness and absence leave.

Our Culture

We are a people centred and flexible employer, friendly and a passionate global organisation who live and breathe the same mission and values. We strive to be agile and work collaboratively and are committed to DEI and staff wellbeing.

Our commitment as an equal opportunities employer

Our mission is to welcome everyone and create inclusive teams. We celebrate individuality and

encourage you to join us and be your authentic self at work with the freedom to have responsibility, autonomy, and creativity within your role.