



THE SUNDAY TIMES
BEST NOT-FOR-PROFIT
TO WORK FOR 2018

Job Specification

IT Support Technician

February 2021



‘The Message is a fantastic place to work. I get to be part of a global mission, a supportive community, and grow under a group of inspirational leaders.’

Ruth, Central Support

For the last quarter of a century, we’ve been leading the way in reaching the hardest-to-reach with the life-transforming gospel of Jesus Christ. The Message Trust was founded in 1992 by Andy Hawthorne, a passionate evangelist who was awarded an OBE in 2011 for services to young people.

At the heart of our operation is our staff team – dedicated followers of Jesus who have seen transformation in their own lives and who are passionate about seeing other lives impacted by an encounter with Christ that leads to a lifestyle of discipleship.

In 2018 we were named the **Best Not-For-Profit Organisation To Work For in the UK** by the Sunday Times Best Companies survey, based on responses submitted by our staff. We’re proud to know that we’re not only making a difference in the lives of the people we reach through our work, but that we’re making a difference to our employees lives too by being an outstanding working environment.

At the heart of our staff culture is a regular rhythm of passionate prayer. We spend at least half an hour every day seeking God and listening to his voice. Working here means you’ll have room to grow, not just professionally, but spiritually too.

By joining the Message team, you’ll be joining a family – united in one vision to see lives changed for the better.

Find out more at message.org.uk.



Our staff team in 2018



Prayer & worship are at the heart of our staff rhythm



Message CEO and Founder Andy Hawthorne

Job Specification

Job Title: IT Support Technician

Location: Message HQ – Sharston, Manchester

Hours: Full time (35 hours per week)

Salary: £18,500 - £21,000 (dependent upon experience)

Start date: April 2021 (or sooner if possible)

Responsible to: IT and Infrastructure Manager

Responsible for: IT support

Primary working relationships: IT and Operations teams, Message staff

We're looking for a highly motivated individual who wants to kickstart their career in IT. You would be a core part of a dynamic IT team and would provide support to HQ and branch workers, maintain and troubleshoot workstations and assist in the administration of our ever-expanding network. This includes maintaining both the physical and virtual network infrastructure, telephones, cloud-based services, printers and other IT equipment and services. You'll have the opportunity to get to grips with cutting-edge technologies and systems and help to develop The Message's long-term IT strategy.

The ideal applicant will have experience of supporting users and computers in a Microsoft Windows Server domain-based network and wish to grow his/her skills in desktop support, network administration and higher-level support.

Main duties and responsibilities

- Providing first- and second-line support to users at HQ and remotely.
- Assisting the IT Manager in maintaining the computer network, servers and systems, including IP telephones and printers.
- Tracking, deploying, servicing and troubleshooting computer hardware.
- Assisting in the development, setup and user adoption of SharePoint sites and other cloud based systems.
- Undertaking development/upgrade projects to improve various aspects of the organisation's information technology.

Working hours

- Normal hours are 9am-5pm, Monday to Friday.
- You would also be required to be contactable out of hours in the case of an emergency.

Person Specification

Essential

- Either 18 months+ commercial experience or an IT graduate with experience supporting users and Windows PCs in a network environment.
- Excellent technical aptitude and desire for continuous improvement of both technical and personal/interpersonal skills.
- In-depth experience of supporting Microsoft Windows 10/Microsoft 365, with at least some familiarity of the role of Windows Server 2012 or later in these environments.
- Experience of supporting users on Microsoft Office (2016 or later).
- Understanding of computer networks, switches, routers, firewalls, access points, structured cabling, and troubleshooting communication between computers on a network.
- Understanding of computer hardware components and troubleshooting hardware faults.
- Able to communicate successfully with a wide range of organisations and people, having a strong customer-focused attitude and the ability to present technical concepts to people with less technical skill.
- Examples of innovation, problem-solving and creativity.
- The ability to work by personal initiative as well as within a team depending on the situation.

Desirable

- Experience in a Windows Server-based domain environment.
- Experience supporting and troubleshooting Apple MacOS and iOS devices.
- Microsoft qualifications in desktop or server operating systems.
- Experience with Microsoft Teams or Office 365 Enterprise.
- Networking qualifications would be advantageous.
- The practical ability to develop and implement changes and improvements to physical elements of the network, such as cabling, mounting access points, and so on.
- Web development experience or scripting skills (PHP, PowerShell, etc).
- The ability to organise and manage small projects.
- The ability to drive, with own transport, is helpful.

Technologies

We primarily work with the following technologies - in order of importance. Knowledge and experience of these technologies would be beneficial.

- Windows Server 2012-2019 - Windows 10 - Active Directory/Azure Active Directory - Microsoft 365 - Microsoft Teams, OneDrive & SharePoint - macOS/iOS - Hyper-V - DNS - DHCP- PowerShell - Microsoft Intune/MEM - UniFi WiFi System - Routing & Remote Access Services (RRAS) - Internet Information Services (IIS) - - SQL Server - OpenVPN - PHP - Linux.

Personal commitment

- Participate in the building of a strong ethos of service and excellence in the team and the wider organisation.
- Enter fully into The Message Trust team life, including morning prayers, monthly prayer days and evening prayer and mission events.
- Undertake any other duties appropriate to this level of post as requested.

It is an occupational requirement that the post holder must be a committed Christian who believes in the Lordship of Christ and the authority of scripture, and who wants to see the Christian message communicated effectively to young people.

Notes

All Message staff are set a personal fundraising target. We ask that the successful applicant has a minimum of £75 per month of regular financial support before commencing employment, increasing to £125 per month by the end of the three-month probation period and aims to add one supporter a month after that. Training and support will be given to help you achieve this. Staff are also expected to organise and take part in, at least one fundraising or other sponsored event annually.

This job description is not exhaustive and amendments and additions may be required in line with future organisational changes.

The successful candidate for this post will be asked to apply for a DBS check at Enhanced level and the content of that check could affect ability of the Message to extend the offer of employment.

Genuine Occupational Requirement (GOR): This post has been identified as having a GOR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2.

Working for The Message Trust

The Message Trust exists to share the good news about Jesus Christ boldly with young people, primarily in urban areas. Working in schools, in local communities and in prisons, The Message is in regular contact with around 100,000 young people each year across the UK and now internationally in South Africa, Canada and Germany from our base in Manchester.

Our objectives are expressed in the following ways:

- Producing quality Christian music and educational resources. Live music bands, printed materials, the internet and multimedia are all used to communicate the gospel to young people in ways that are relevant to today's youth culture and perspectives.
- Community-based Eden teams advancing the work of The Message through partnerships with local churches. Our goal is to see Eden teams with full-time and volunteer youth and community workers established in the most deprived neighbourhoods of the UK, positively impacting the people in those areas irrespective of religion, colour or background.
- Working in prisons and young offender institutions, sharing the gospel with inmates and offering discipleship programmes. After release, we offer supported housing in a Christian environment and employment through our enterprise initiatives.
- Inspiring and training church leaders and youth groups to be effective in reaching and communicating the Christian gospel to young people. Our goal is to produce discipleship materials, evangelism training courses and to inspire people to get involved with their neighbourhoods, through social action and evangelistic outreaches.
- Partnering with local churches, local authorities, schools, the police and other agencies to provide new opportunities and positive experiences for disadvantaged, deprived and marginalised young people across the UK.

Ethos & Values

Making A Difference

The Message Trust's work is underpinned by a clear definition of its Ethos and Values, which affirms the Christian origins of the Trust and its ongoing day-to-day working principles. A Statement of ethos and values is in place (see below) to demonstrate how the Christian Faith energises the organisation's work and sustains its culture, galvanising its long-term cohesion. The Trustee, Executive, Management and Outreach posts within the organisation have been recognised as carrying a Genuine Occupational Requirement. This is to ensure that the organisation's distinctive Christian basis is sustained. This is important given the extensive nature of the organisation's Christian charitable donor base which provides the basis for the financial viability of the work. The Message Trust is an inclusive Christian organisation, working with and supporting people from all sections of the community. In particular the Statement explains how organisations and individual people from all faiths or no faith can identify with and benefit from the services and support that the organisation provides.

We maintain the Trust's Christian ethos which is founded on a belief in God the Father as Creator, Jesus Christ the Son of God the Redeemer, and The Holy Spirit, the Enabler and third person of the Trinity. The Trust also affirms that the practical application of the Christian faith in accordance with the Bible should be expressed in daily work and living. As a Christian organisation working with and supporting people from all sections of the community, we recognise the need to set out our values. These are clearly drawn from our Christian faith and our aim is that all our staff, volunteers, clients, service users, charitable funders and business partners should be able to identify with the benefits of the organisation's work and ethos.

People

We seek to empower staff to meet the needs and expectations of our clients and other service users as well as the requirements of the organisation overall. We will support staff through a comprehensive induction and training programme, backed up by strong supervision. The Message seeks to establish a culture that encourages teamwork, rewards creativity and innovation, and welcomes imaginative suggestions. Key attributes that The Message seeks in all its staff members and volunteers include valuing one another, honesty and integrity, the importance of the individual, respecting differences, a profound compassion, and working in an inclusive, non-discriminatory and non-judgemental way.

Partnership

We expect all staff to work together to achieve the aims and objectives of the organisation. To achieve this, staff will act as team players in supporting one another, recognising that more is achieved through harmony. We acknowledge and value contributions to our operation arising from the diversity of staff who join the organisation, and actively look to promote links and partnerships between the Trust and other service providers, local communities and agencies. To ensure all staff work as team players, we seek to create an environment where openness, trust and support of one another is expected. Our formal supervision policies place this expectation on all staff.

Performance

Our philosophy is to recognise the dignity and diversity of our clients and service users, to respect their independence, and to work with them to help meet their needs. Our staff will create an environment where our clients and service users are encouraged to take control of their lives and have the ability to exercise choice wherever possible. We will provide a high quality framework for our work, which sets out guidance and expectations. All staff and volunteers will accept their responsibility and accountability to treat clients and service users as they would wish to be treated, and challenge any practice that does not meet this standard at all times. Respect for the individual's freedom of choice will be paramount at all times. By working together, we aim to be recognised for "services of excellence" which offer proven choice, added value, and individually tailored support. We will value and recognise the importance of every individual helping to achieve this goal.

Confidentiality

Any information relating to people contacted by the Trust acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of staff.

Any information relating to staff acquired in the course of duty must be treated in the strictest confidence and must be discussed only with senior staff members or with the line manager.