Stewardship

Active generosity

Support Technician (End User Computing)

Role Description and Recruitment Pack

Contents

Role overview

Title: Support Technician (EUC)

Hours: 35 hours per week

Contract: Permanent

Location: 1 Lamb's Passage, London, EC1Y 8AB
Office based role.

Reports to: End User Computing Lead

Salary: £30-35k per annum

Closing Date: 4 January 2026

Why this position is important to us

At Stewardship, our services range from online charitable giving and payroll to consultancy and educational resources. As we grow into a more innovative digital organisation, our IT systems – and the people who support them – are more important than ever.

We are recruiting a Support Technician who will be based in our office in London. This role could be an ideal opportunity for a recent college or university leaver. We are prepared to shape the role to suit those who come from a wide range of experience. Alternatively, the role could be tailored for someone with substantial experience, leveraging their expertise to deliver value on more senior-level tasks and strategic projects

Your goal is to ensure that every member of our 100+ staff has the equipment, access, software, security, and training needed to help us achieve our vision of a thriving Kingdom economy.

Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:

Generosity, expressed with joy

Relationship, strengthened with understanding

Integrity, demonstrated with justice

Service, delivered with excellence

To find out more about Stewardship, please view our short video clip

Job detail

Overview

The End User Computing Support Technician delivers end-to-end support in accordance with IT service level agreements ensuring all incidents are analysed, resolved and reported back within the promised timeframes. The End User Computing Support Technician administers the operations of computer systems related to operating systems, and related applications, End User cloud applications and end-user workstations. The Support Technician deploys, configures and troubleshoots systems. They also manage project initiatives within the EUC domain.

Main responsibilities:

- Troubleshoot and resolve IT issues via phone, web, and in-person.

- Ensure all incidents are resolved against SLAs.

- Work with IT and business personnel to discuss the impact of incidents on products and services.

- Manage technical project initiatives.

- Evaluate trade-offs between issues using value, impact, and risk criteria.

- Proactively learn and train other staff members on new product and service technologies.

- Build and maintain physical, virtual, and cloud technologies for the organisation.

- Maintain the operations of physical, virtual and cloud systems to ensure availability.

- Troubleshoot and resolve IT service issues related to operating systems.

- Work with other teams to troubleshoot and resolve technology related issues.

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 a strong customer service ethic.

- You will be able to train end users on how to use software effectively.

- You will explain governance and security issues in a clear and engaging way.

- You will prioritise and resolve issues quickly and efficiently.

- You will demonstrate strong verbal communication skills.

- You will apply excellent analytical and problem-solving skills.

- You will manage competing priorities effectively.

- You will think logically and analytically to tackle challenges.

- You will maintain a high level of attention to detail.

- You will identify root causes of problems and determine efficient solutions.

- You will anticipate risks and mitigate them in real time.

- You will remain calm and effective under pressure.

Technical Skills

- You will demonstrate proficiency in business systems, operating systems, and core services.
- You will apply your knowledge of networking concepts, including systems, protocols, and directory services.
- You will lead and manage initiatives to drive successful outcomes.
- You will utilise help desk ticketing software with confidence and accuracy.
- You will troubleshoot and escalate incidents effectively, ensuring timely resolution.
- You will operate within ITILv3 or similar service delivery frameworks to maintain best practices.

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. You recognise the importance of your contribution.	✔	
Working knowledge of Microsoft Windows 10 or 11 or Apple MacOS and Microsoft Office.	✔	
Being educated to A-Level or degree level, 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 pace of change within IT and see how those changes will benefit you and those around you.		✔

Working for Stewardship

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 is an office based role, working in our London office fulltime.

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 for this role

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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.

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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.

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

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