

JOB DESCRIPTION

JOB TITLE:	IT Support Analyst (Entry Level)
DEPARTMENT:	IT
REPORTING TO:	IT Manager
JOB TYPE:	Permanent
	Full time – 35 hours per week
LOCATION:	Office based
DATE ISSUED:	January 2026

1 MAIN PURPOSE OF JOB

The IT Support Analyst provides first-line and second-line support for end-user technology across Samaritan's Purse International (SPI) and the Billy Graham Evangelistic Association UK (BGEA). The role focuses on the setup, support, and day-to-day management of user devices and collaboration tools, ensuring staff are equipped to work effectively and securely.

This is an entry-level role, suited to an individual with strong technical curiosity, a willingness to learn, and an interest in developing a broad foundation in IT support and operations.

2 POSITION IN ORGANISATION

- Reports to the IT Manager
- Works closely with staff across all departments within SPI and BGEA
- Acts as a key liaison between the organisation and external technology partners, including the managed services provider and mobile network operator.

3 PRINCIPAL RESPONSIBILITIES

End-User Device Setup and Support:

- Prepare, configure, deploy, and support end-user devices, including desktops, laptops, mobile phones, and tablets
- Troubleshoot hardware, operating system, and application issues affecting end users
- Support device lifecycle activities, including new starters, role changes, and leavers.

Operating Systems and Applications:

- Provide support for desktop and mobile operating systems, primarily Windows and macOS, with exposure to mobile platforms (iOS / Android)
- Support and assist users with productivity and collaboration tools (Microsoft 365 or Google Workspace)
- Assist with software installation, configuration, updates, and basic troubleshooting.

Collaboration and Unified Communications:

- Support unified communications and meeting room technology, including desk phones, audio and video conferencing equipment, and hybrid meeting setups
- Assist users with voice, video, and collaboration tools to ensure reliable day-to-day communication.

As Job Descriptions are for guidance and evolve over time, Samaritan's Purse International will review, amend, and update the Job Description, from time to time in consultation with the post holder.

Vendor and Service Coordination:

- Act as the primary point of contact with the organisation's managed services provider, raising, tracking, and following up on support tickets and service requests
- Liaise with the mobile network operator to support mobile device provisioning, faults, upgrades, and contract-related queries
- Coordinate with external suppliers to resolve user-impacting issues in a timely manner.

Asset, Access, and Process Support:

- Maintain accurate records of IT assets, including user devices and mobile equipment
- Support user onboarding and offboarding processes, including account setup, access requests, and equipment allocation
- Assist in maintaining clear documentation for IT procedures, device standards, and common support tasks.

Learning and Continuous Improvement:

- Demonstrate curiosity about technology and a proactive approach to learning new tools, platforms, and processes
- Support small IT initiatives and improvement tasks under the guidance of the IT Manager
- Develop foundational knowledge of IT best practices, security awareness, and support processes over time.

4 OTHER DUTIES

- Such other duties as the IT Manager may reasonably require
- Attends, participates and sometimes leads daily morning devotions and provides prayer support for the ministry, donors and volunteers.

5 OCCUPATIONAL REQUIREMENT

- In accordance with the Equality Act of 2010 and due to the context of the role there is an 'occupational requirement' for the post holder to be an evangelical Christian. The job holder should be committed to the purpose of SPI and be able to demonstrate enthusiasm for the Christian purposes of the organisation and be able to live out, hold to, support and contribute to its Christian ethos.

As Job Descriptions are for guidance and evolve over time, Samaritan's Purse International will review, amend, and update the Job Description, from time to time in consultation with the post holder.

PERSON SPECIFICATION

JOB TITLE: IT Support Analyst

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> Educated to degree level. 	

EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant and demonstrable experience	<ul style="list-style-type: none"> This is an entry level role and would be suited to a recent graduate with an interest in technology. 	

SKILLS	ESSENTIAL	DESIRABLE
Communication	<ul style="list-style-type: none"> Strong communication skills and a service-oriented mindset. 	
IT Skills	<ul style="list-style-type: none"> Basic familiarity with Windows and/or macOS environments Awareness of common office productivity tools (Microsoft 365 and/or Google Workspace) An understanding of basic IT concepts (devices, operating systems, applications, connectivity). 	

ATTRIBUTES	ESSENTIAL	DESIRABLE
Commitment to purpose of organisation	<ul style="list-style-type: none"> Can demonstrate enthusiasm for the Christian purposes of the organisation Able to support and promote the organisation's Christian ethos. 	
Occupational requirement to be a committed Christian	<ul style="list-style-type: none"> Demonstrates a personal Christian faith Seeks to commit matters to prayer. 	
Work approach	<ul style="list-style-type: none"> The ability to learn quickly, follow processes, and ask good technical questions Maintains a strong Christian witness to colleagues, volunteers, suppliers, donors and the general public. 	