

Directorate: Finance & Operations

Reporting to: IT Infrastructure Lead

Contract type: Permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

Reporting to the IT Infrastructure Lead, the Support Engineer will be involved in, and responsible for the provision of IT support and services for users across the global organisation. Daily administration, maintenance & monitoring of Mary's Meals IT infrastructure estate and systems. Support the testing of new systems/services and delivery of IT projects.

Key responsibilities & activities:

The Support Engineer will:

- Build and deploy desktop, laptop and mobile devices using standard processes
- Manage user accounts and change requests for Office365 services and other MMI applications
- Monitor and maintain the global IT infrastructure estate to ensure it meets availability, performance, compliance and security requirements; undertake daily checks on infrastructure and respond to system alerts taking corrective action where possible to prevent alerts becoming critical
- Take ownership of and provide regular updates on all support tickets assigned (incident, request, change, problem), planning own time effectively to deliver what is required within agreed timescales (OLAs) and following service management processes
- Troubleshoot issues in a methodical manner, recording details of investigative work and remedial actions taken
- Using Powershell or other suitable languages, author and maintain scripts to automate repetitive tasks and eliminate manual work
- Ensure Windows patching and Anti-virus are up to date and servers backed up and tested
- Obtain hardware and software quotes on behalf of the organisation, and purchase hardware and software following set procedures
- Maintain the IT Asset Management register, ensuring that all assets are recorded and updated when required
- Conduct regular audits of user access, authorisations, and software license usage across the IT estate
- Develop, manage and maintain IT Processes and Standard Operating Procedures

- Communicate effectively with other IT colleagues, partners and suppliers, escalating issues appropriately
- Contribute to planned maintenance and continuous improvement initiatives
- Contribute to departmental infrastructure / process improvement projects, completing assigned tasks within agreed time and quality standards
- To keep up to date with advances in technology relevant to MMI and make recommendation for any changes to the IT infrastructure and processes
- Develop basic training materials that can be delivered to users and help resource the work of IT champions across teams
- Take responsibility for own professional development undertaking relevant training as agreed with line manager
- Participate in the service desk rota and occasional out of hours scheduled work
- The role may require your participation in on-call support or occasional work from a different office or affiliate site.

Additional information:

- As part of your role, you may be required to travel to countries where Mary's Meals operates.

Technical skills & experience required for this role:

- Deploying and managing Windows 10 and mobile devices in an enterprise environment
- Administering users accounts and applications on Office 365 and Azure AD
- Knowledge of Windows / Linux server technologies, Mobile Device Management, DNS, Exchange, SharePoint
- Networking principles (LAN/WAN, TCP/IP routing, firewalls, switches)
- Basic Powershell for administration and reporting
- Exposure to log management and monitoring tools
- Experience with enterprise antivirus and backup software
- Understanding of ITIL (Foundation Level) and experience with IT Service Management Systems
- Experience with configuring, managing, troubleshooting and performance tuning infrastructure deployments on Azure or Amazon Web Services is highly desirable
- Practical knowledge in the above infrastructure technologies with 1-2+ years industry experience
- Will hold, or be working towards, a relevant support engineer accreditation (e.g. Microsoft MCP / CompTIA A+, Network+ certified professional)

General skills & experience required for this role:

- Strong verbal and written communication skills
- Experience of working in an enterprise organisation and cloud environments
- Experience of participating in a team of highly technical engineers
- Experience of delivering technical projects
- Good problem-solving skills and an eye for detail
- Experience of working in an ITIL environment with particular regard to Change and Incident management
- Good customer/stakeholder handling skill
- Ability to work under pressure and prioritise own workload to be able to deliver on time
- An ability and desire to collaborate with peers and to constructively resolve differing points of view
- Action oriented self-starter with the desire to make a difference to the lives of children all over the world.

Qualifications:

- 2+ years' experience working in a 1st / 2nd Line support capacity and hold (or be working towards) a relevant support engineer accreditation (e.g. Microsoft MCP / CompTIA A+, Network+ certified professional)

Mary's Meals 7S Competencies:

As an employee Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	<ul style="list-style-type: none"> • I build and demonstrate resilience • I lead by example • I am authentic and true to Mary's Meals values • I develop myself and set stretching goals
Service	<ul style="list-style-type: none"> • I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none"> • I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	<ul style="list-style-type: none"> • I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none"> • I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I work to deliver my objectives
Strengthen	<ul style="list-style-type: none"> • I contribute to a positive work environment • I help and support those around me
Success	<ul style="list-style-type: none"> • I am a catalyst for change • I maintain my technical competence • I contribute to the success of my team • I am accountable • I embrace change

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.