



**IT / ADMIN SUPPORT OFFICER**

<b>Hours:</b>	20 hours per week
<b>Contract:</b>	1 Year Fixed Contract
<b>Salary:</b>	£13,988.00 Annual Salary
<b>Location:</b>	Booth Centre

**Role Overview:** We are looking for a proactive and technically skilled IT / Admin Support Officer to support the smooth running of day-to-day IT operations, ensuring all team members have reliable, secure, and efficient access to the technology they need. The role covers ownership of our Microsoft 365 environment, hardware assets, mobile devices, network infrastructure, server, printers, and physical access systems, along with maintaining accurate records and providing responsive support to all the team.

**Our Agreed Behaviours & A Little About Us**

We live our values and act within our agreed behaviours, which we co-produced as a team, providing a warm welcome, a sense of belonging, and a place to find purpose and thrive.

Our trauma informed service includes volunteering opportunities, creative projects, sports programmes, training, and employment support. We also help people access emergency accommodation, secure permanent housing, and connect with any services they need.

The Booth Centre is an award-winning, nationally recognised community and beacon of best practice, delivering co-produced, partnership-based ways of working adopted by services across the country. We are a safe, welcoming environment where everyone is included, respected, heard, and empowered.

<b>Agreed Behaviours</b>	Compassion	Dedication	Integrity	Respect	Kindness
	Sense of Fun	Supportive	Cheerleading for one another	Openness	Non-judgemental

**Job Description**

<b>Tasks specific to role</b>	<ul style="list-style-type: none"> <li>▪ Manage laptops allocation, setup, configuration, maintenance, and resets.</li> <li>▪ Maintain an accurate, up-to-date register of all IT equipment held by the organisation.</li> <li>▪ Install and configure Microsoft 365 applications, assigning licences and app access to appropriate groups and individuals.</li> <li>▪ Carry out routine server maintenance, add and remove user accounts, reset passwords, and manage access permissions.</li> <li>▪ Manage office internet connectivity, including routers, switches, Wi-Fi access points, and network ports; troubleshoot and resolve issues in a timely manner.</li> <li>▪ Set up and maintain office printers, manage user access and print permissions, and coordinate servicing or repairs as needed.</li> <li>▪ Work in a cyber-secure manner when carrying out all IT duties, ensuring good security practices are followed across devices, accounts, and systems. Support the Centre in maintaining and improving day-to-day cyber security controls</li> <li>▪ Administer the Microsoft 365 Admin Centre, including adding new user accounts, configuring guest user access, and creating and managing groups.</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Manage the business phones account, including ordering team member mobile phones, maintaining upgrades, organising replacements, SIM swaps, and billing queries.</li> <li>▪ Manage team access cards, including issuing new cards, updating permissions, deactivating cards for leavers, and maintaining accurate records.</li> <li>▪ Provide IT support to the team, resolving hardware, software, &amp; connectivity issues efficiently.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>▪ Carry out all duties in line with the Centre's Vision, Mission &amp; Values, following policies, procedures, and inclusive practices.</li> <li>▪ Demonstrate flexibility and willingness to adapt to changing priorities, urgent matters, and the evolving needs of the service.</li> <li>▪ Undertake other reasonable duties as requested by your line manager, including supporting colleagues when needed.</li> <li>▪ Actively participate in wider team goals, act as an ambassador for the service, and adhere to our Agreed Behaviours.</li> <li>▪ Maintain awareness of data protection and information security responsibilities, escalating any concerns in line with policy and procedure.</li> <li>▪ Support Booth Centre in working towards and maintaining Cyber Essentials accreditation, helping to ensure baseline cyber security controls are in place and consistently applied</li> <li>▪ Attend regular one-to-ones, team meetings, and training as identified by your line manager or the senior management.</li> </ul>

### Person Specification

We are looking for a flexible, dedicated, and technically capable IT / Admin Support Officer, a solutions-focused team player who takes pride in their work. You will join a supportive and friendly team, with opportunities to develop your skills and grow in a challenging and rewarding environment.

### Essential Skills

- Experience with Windows Server administration, including user accounts and access management
- Solid understanding of networking fundamentals, routers, switches, Wi-Fi, DNS, and DHCP
- Ability to set up, configure, maintain, and troubleshoot laptops and end-user devices
- Knowledge of Microsoft 365 Admin Centre, including user management, guest access, and group configuration
- Experience deploying Microsoft 365 applications and assigning licences
- Strong problem-solving, organisational, and communication skills, with the ability to explain technical issues clearly to non-technical team members
- Ability to manage an IT asset register and prioritise competing demands effectively

### Essential Experience

- Proven experience in an IT support or systems administration role, including servers.
- Hands-on experience managing Microsoft 365 environments and office network infrastructure
- Experience setting up and maintaining hardware, including laptops and printers
- Experience providing first and/or second-line support to end users

### Desired Experience/Certifications

- Relevant IT certifications (e.g. CompTIA A+, Network+, or Microsoft 365 qualifications); practical experience and demonstrated ability are equally valued.

**How to Apply:**

We are committed to equality, diversity, and inclusion and welcome applications from the whole community. To apply, please send an expression of interest addressing all items in the Person Specification, along with your CV, to [abdalah@boothcentre.org.uk](mailto:abdalah@boothcentre.org.uk)

**Interview Process:**

Interview questions will be shared with candidates in advance. Interviews will be conducted by a panel of three people to help ensure a fair and balanced assessment. We aim to notify applicants of interview outcomes as promptly as possible. Feedback will be offered to unsuccessful candidates where capacity allows. We are committed to providing a supportive and respectful experience for everyone taking part in the recruitment process.

**Closing date:**

*Note: Though we have tried to be thorough, no job description can cover every issue which may arise within a post.*