

Job Title:	IT Officer & Events Technician
Vacancies:	One Position Available
Reports to:	IT Manager
Hours:	Full-time (40 hours, 5 days per week)
Locations:	London Office & other locations when required

About the Organisation

At Al-Ayn, we provide orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview

We are looking for a technically capable, organised, proactive and hands-on IT Officer & Events Technician to support the charity's day-to-day IT operations while providing technical and audio-visual (AV) support for meeting, fundraising activities and events. This is a varied role that combines IT support, infrastructure, systems administration, and event technologies, making it ideal for someone who enjoys solving technical problems, working with people and ensuring that both the offices and events run smoothly.

The role involves working closely with colleagues and departments across the organisation to understand their technical requirements and provide a reliable and responsive professional service. They will also help ensure that IT equipment are properly maintained, securely managed and available when required.

Key Responsibilities

IT Support & Troubleshooting

- Provide first line IT support for hardware, software and network issues to UK users.
- Install, configure and maintain work laptops, desktops, printers, mobile devices and other IT equipment.
- Manage and troubleshoot network systems, including WiFi, Microsoft Office 365 and wired connections.
- Manage IT incident management process via ticketing system.

- Procure cost efficient IT equipment and manage replacements and repairs via warranties.
- Maintain an inventory for all IT and office equipment and document all activities.
- Assist in user training for common IT tools and applications.
- Set up new employees as part of the IT induction at time of on-boarding.
- Support IT Al-Ayn International Manager to address any issues where relevant.
- Ensure all IT office equipment in workstations, meeting rooms and spaces are working.
- Provide onsite and remote resolution of IT issues and equipment in Birmingham and Manchester offices when required.

Events Technician (AV & Sound)

- Set up, operate and maintain AV and sound systems for live events, meetings and conferences.
- Oversee the setup and maintenance of high-quality audio-visual equipment, including microphones, projectors, screens and video conferencing systems.
- Troubleshoot and resolve AV-related issues during events.

Key Requirements

- Full proficiency in the Microsoft Office (Word, Excel, Outlook, Teams).
- Full professional proficiency in English
- Proven 2 years' experience in IT support role or equivalent qualifications
- Competent in systems software, e.g., Windows 7, 10 and 11, Mac OS
- IT degree or certification, Computer Science, Audio Engineering or related
- Microsoft 365 - basic administration, security, creating & removing accounts
- Strong technical understanding of hardware specifications of IT devices
- Experience with AV systems, mixers, microphones, & video conferencing
- Ability to work independently under pressure and manage multiple priorities effectively.
- Strong attention to detail and problem-solving ability.
- Excellent organisational and time management skills.
- Excellent communication and interpersonal skills.
- Flexible and adaptable attitude.
- Flexibility to work outside standard hours, including evenings and weekends, when required (major system refreshes and updates), and business travel to other offices

Desirable

- Advanced certification & experience, e.g., ITIL, CCNA, Active Directory, DNS, IP

Benefits

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

Salary:

£32,718 per annum

Note:

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post.

Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.