Job Title: IT Officer & Events Technician

Reports to: Chief Operations Officer

Hours: Part-Time (24 hours, 3-4 days per week)

Location: London Office & other sites when needed

About the Organisation:

At Al-Ayn, we are dedicated to providing 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:

The IT Officer & Events Technician is a proactive and versatile role that combines IT support and administration with audio-visual (AV) and sound technical expertise. This position ensures seamless operations across processes and infrastructure for both internal and external events. Responsibilities include providing end-user support, maintaining IT systems and records, and managing AV setups for events and meetings. The role also requires regular coordination with internal departments to address concerns promptly. Additionally, the IT Officer & Events Technician will take direction from the Al-Ayn International IT Manager.

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.
- Resolve 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.
- Manage sound mixing and live recording for presentations.
- Coordinate with event organisers to ensure technical requirements are met.

Education/Experience:

Skills:	Essential	Desirable
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	☒	☐
Advanced certification & experience, e.g. ITIL, CCNA, Active Directory, DNS, IP	☐	☒
Previous experience working in NGO or charity sector	☐	☒

Competencies:	Essential	Desirable
Strong analytical, organisational & time management skills	☒	☐
Excellent written, verbal communication and presentation skills	☒	☐
Strong attention to detail, i.e., meticulous in their work	☒	☐
Proactivity and self-motivation	☒	☐
Ability to work as part of a team, and individually	☒	☐
Ability to manage pressure, conflicting demands and prioritise tasks	☒	☐

Additional Requirements:
- Flexibility of working outside working hours only when needed, especially during campaigns.
- Travel to Birmingham and Manchester offices, and external events when required.

Salary:
- £32,718 per annum (pro-rata), plus additional paid over-time where applicable.