

2nd Line IT Support Technician

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context

The technology team are an essential part of CAP's support services, trusted to enable CAP's critical, poverty-busting work for our UK head office, our national network of partner churches and our international operations. Our role is to develop strategic solutions that respond to the changing needs of CAP and seize the opportunities offered by the rapidly evolving technological landscape. Once systems are in use we provide ongoing development and generous support and training of CAP's head office staff and wider user community.

Purpose

The 2nd Line IT Support Technician serves as a primary escalation point for the IT Service Desk, responsible for investigating and resolving complex technical issues that require advanced troubleshooting and subject matter expertise. This role takes ownership of challenging user issues and acts as the Service Desk Technical Lead, owning the resolution of complex user issues and managing the health of end-user devices, peripherals, and communication systems. Whilst also maintaining a focus on excellent customer service, this position is crucial for developing the technical knowledge of the 1st Line team and contributing to the overall stability and efficiency of CAP's IT environment.

Passion

We are passionate about using our technical skills to provide the CAP family with generous IT support and excellent solutions that enable our staff to better serve our partner churches and clients.

Personality

We are an adaptable team operating in a fast-changing environment, who love technology and helping people do their jobs. We are dedicated and hardworking, fuelled by cake, biscuits and cups of tea.

This role reports to the Senior Service Desk Manager who in turn reports to the Head Of Technology. There are no people management responsibilities for this role.

Role:

Accountabilities:

- Investigate, diagnose, and resolve all escalated 2nd line technical issues within agreed SLAs, performing root cause analysis to ensure permanent resolution
- To maintain a generous, compassionate and excellent user experience throughout our IT services, offering phone, email and in person assistance.
- Mentor and provide technical guidance to 1st Line Technicians, acting as a knowledge resource to enhance their first-call resolution capabilities
- Liaising with external suppliers.
- Own, Develop and maintain the internal technical knowledge base, creating clear, concise documentation, resolution guides, and scripts for use by the Service Desk
- Assist the internal training teams in producing content for CAP systems
- Produce clear and concise documentation for user training, FAQs and for on-going support requirements.
- Coordinate complex hardware procurement (e.g. non-standard laptops, AV equipment) and assist with supplier negotiations, signed off by the tech leadership.
- Manage device compliance, application scoping, and enrollment errors, acting as the MDM expert for user-facing issues (JAMF, Google Devices)
- Lead the response to endpoint security alerts, isolating and remediating infected devices to ensure fleet health (e.g. Trend)
- Manage user-facing telephony administration, including call flow adjustments, ring groups, and provisioning new extensions (e.g. 3CX)
- Own the administration of our asset/inventory management system
- Act as a technical liaison with 3rd line support and external vendors, managing the escalation and resolution of issues and ensuring clear communication back to the business
- Lead and manage delegated Service Desk projects and technical initiatives, coordinating resources and ensuring deliverables are met on schedule.
- Work outside of core hours as maintenance tasks dictate.
- Proactively identify & respond to incidents and recurring issues to drive a Problem Management process, recommending and implementing solutions to prevent future incidents

Measurable Outputs:

- Achieve over 90% positive customer survey results on IT services / Support.
- Meeting agreed SLA for answering and responding to customer phone calls
- Meeting agreed service management SLAs
- Delivery of projects to agreed timescale.

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centred culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person:

Education:

- GCSE grades A*-C (Maths & English), BTEC First Diploma, NVQ-2
- Degree Level or equivalent vocational training

Experience:

Essential

- 2 Years minimum experience of working as part of an IT support team (*1st, 2nd, 3rd line*).
- Experience in a customer-facing support role.
- Experience with various technology platforms as well as a broad knowledge of communication technologies.
- Experience of working with MDM platforms
- Proven experience in leading technical projects to a deadline.
- Proven ability to fault find and problem solve within a network environment.
- Experience of working in a Mac / Google / Linux networked environment.
- Experience of configuring and maintaining Telephone Management software (eg. 3CX).
- Experience of working within SLA's.

Desirable

- Experience of presenting training sessions.
- Experience of scripting for automation or diagnostics (e.g. Bash, PowerShell, Python)
- Relevant industry certifications (SDI, CompTIA, ITIL)
- Experience of command line interfaces

Skills/Abilities:

- A keen interest in technology and a desire to improve and innovate
- Ability to adapt, research and learn new systems, methodologies and information quickly
- Ability to clearly communicate technical information
- Ability to deal with people of all levels of IT knowledge

- Ability to remain calm and professional in challenging situations
- Ability to work accurately, efficiently and with a high attention to detail
- Ability to work using own initiative
- Ability to communicate and work well as part of a team within the wider Technology department
- Ability to be resilient
- Ability to prioritise time and tasks
- Able to always present a confident and friendly telephone manner
- Able to cope well with interruptions
- Advanced diagnostic and root cause analysis skills
- Excellent knowledge of popular operating systems (macOS, ChromeOS, Windows, iOS, Android)
- Excellent knowledge on procuring relevant IT equipment and negotiating with suppliers
- Excellent emotional intelligence with a primary desire to serve the customer (both internal and external)
- Excellent verbal and written communication skills

Christian Commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

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