

Job Description

Position	Technology Operations & Support Officer
Team	Shared Services
Reports to	Head of Technology
Location	Hybrid (London for meetings twice per month)
Pay	£35,000 - £40,000 (dependent on experience)
Term	Permanent, Full Time

Purpose: how this post supports NZF's vision and mission

National Zakat Foundation (NZF) gives Muslims around the UK a way to bring their Zakat to life. It is the only organisation with a nationwide reach that helps Muslims calculate and give Zakat or apply for Zakat and receive it directly. For each individual giver, NZF tracks their Zakat and lets them know when it has been distributed to people in need.

This is an exciting time to join NZF. As NZF continues to grow, technology plays an increasingly important role in delivering services, supporting fundraising, enabling staff productivity and maintaining effective governance.

We are looking for a Technology Operations & Support Officer to provide first and second-line support across NZF's technology estate. The successful candidate will support staff, volunteers and partners with devices, accounts, cloud platforms and business systems whilst helping ensure reliable day-to-day technology operations.

The role combines user support, Microsoft 365 administration, business system support, supplier coordination and technology governance activities. It is ideal for someone who enjoys solving problems, helping people and improving the way technology supports organisational objectives.

Ultimately, you will help ensure NZF staff can work effectively, systems remain available and technology services continue to support NZF's mission.

Typical responsibilities and key end results of position:

User Support

- Deliver a high standard of support to staff, volunteers and authorised partners.
- Manage onboarding, offboarding and role changes for users.
- Provision and maintain user accounts, licences, devices and access permissions.
- Diagnose and resolve hardware, software, connectivity and authentication issues.
- Maintain accurate records of support requests, resolutions and recurring issues.



- Produce and maintain user guides and support documentation.

Microsoft 365 and Cloud Administration

- Administer Microsoft 365 services including Exchange Online, Teams, SharePoint, OneDrive and Entra ID.
- Manage user accounts, security groups, licences and permissions.
- Support device management through Microsoft Intune and related tooling.
- Assist with implementation of security controls and technology policies.
- Monitor platform health and escalate service issues when required.

Business Systems Support

- Provide first-line support for business systems including Dynamics 365, Power Platform, Customer Voice, Business Central and other approved platforms.
- Support users with access, data entry, reporting and routine operational tasks.
- Escalate application defects, enhancement requests and technical issues to appropriate suppliers.
- Assist with testing, deployment and user adoption activities for approved changes.

Technology Operations

- Support delivery of technology projects under the direction of the Head of Technology.
- Attend supplier meetings and technology stand-ups when delegated.
- Track actions, maintain records and follow up agreed activities.
- Coordinate routine operational activities across suppliers and internal teams.
- Identify recurring issues and recommend practical improvements.

Risk, Governance and Compliance

- Maintain incident, outage and service records.
- Assist with preparation of technical evidence for audits and reviews.
- Support maintenance of technology asset registers, documentation and inventories.
- Escalate risks, security concerns and service issues promptly.
- Support compliance with relevant legislation, policies and organisational standards.

Approach

- Comply with relevant legislation and regulation ensuring that good practice is observed.
- Understand and support the vision, mission and aims of NZF.
- Adhere to and champion NZF's policies and practices on safeguarding.
- Ensure activities are coordinated with stakeholders across the organisation.
- Undertake any other duties requested by the line manager commensurate with the role.



Knowledge, Skills, Qualifications, Experience and Behaviours required to achieve role's objectives:

Knowledge and Skills:	Essential (E) / Desirable (D)
Understanding of Zakat within the context of the five pillars of Islam.	D
Deliver excellent customer service and user support.	E
Manage user accounts, licences and permissions.	E
Support Microsoft 365, Teams, SharePoint and Exchange Online.	E
Support Windows and MacOS devices.	E
Diagnose hardware, software and networking issues.	E
Administer cloud-based services and platforms.	E
Create and maintain technical documentation.	D
Manage and prioritise support tickets and service requests.	E
Communicate technical issues clearly to non-technical users.	E
Identify service improvements and operational efficiencies.	E
Support Dynamics 365 and Power Platform environments.	D

Qualifications and Experience	Essential (E) / Desirable (D)
Minimum two years' experience in an IT support, technology support or systems administration role.	E
Experience supporting Microsoft 365 environments.	E
Experience supporting cloud-based applications and services.	E
Experience administering user accounts and permissions.	E
Experience working within a ticketing or service management process.	E
Experience supporting Dynamics 365, Power Platform or similar business applications.	D

Behaviours	Essential (E) / Desirable (D)
Problem-solving approach	E
Proactive and self-motivated	E
Committed to maintain and enhance the mission and ethos of the organisation	E
Positive about continuous improvement and ability to adapt	E
Committed to high professional standards and integrity	E
Ability to work both collaboratively and independently	E



Physical Environment and Demands:

As NZF continues to develop its technology capability, this role will primarily be remote working. Attendance at in-person meetings, training sessions and occasional site visits within the UK will be required.

Level of Contact with Children:

The level of contact with children is nil.

How to apply

Send a cover letter with a CV by email to recruitment@nzf.org.uk

The cover letter must state why you are a suitable candidate, demonstrating any relevant knowledge and skills, experience and behaviours that match the requirements for the post. The cover letter should not exceed 2 sides of A4.

Applications close – Midnight Friday 1st August 2026

Interviews expected week commencing 17th August 2026

Note: an application for a DBS certificate will be submitted in the event of the individual being offered the position. A copy of the Charity's 'Hiring policy -ex offenders' is available on request.