



IT Support Analyst

Candidate Pack
March 2025





CST is the charity that protects British Jews from terrorism and antisemitism. It exists to ensure that Jewish people across the UK can lead the lives of their choice.

Widely recognised by police and government as a unique model of best practice, CST's research regularly informs public policy, helps to safeguard wider British society, and supports victims of antisemitism.

CST gained charitable status in 1994, though its origins lie in many decades of Jewish self-defence – both before and after World War Two. CST does not charge for any of its services and is almost entirely dependent on charitable donations to cover its costs.

Across the UK, 2,000 dedicated volunteers and over 100 members staff power CST's mission.



CST's mission is to protect our UK Jewish community from antisemitism in both physical (primarily terrorism) and political forms. This is what every member of CST's team does, whether staff, volunteers or trustees. We do it to facilitate British Jewish life, so it can be led as people wish.

Everything that CST does should contribute to protecting our community and fighting antisemitism. Every staff role and every department exist so that CST can best fulfil its mission. Together We Protect is not just a slogan, it is the reality of what we aim to do.

We do our utmost, individually and collectively, in pursuit of CST's mission. We should ask: *"What did I do today to protect our Jewish community, how can I do it better?"*. *"What did I do today to support CST colleagues, how can we work better together?"*.

Every British Jew benefits from CST's work and service, either directly or indirectly. This is the protection we give to schools, shuls, communal organisations and events, or the work we do against terrorism and antisemitism.

We strive to work in partnership with all British Jews, regardless of religious or political affiliation, together in common cause. We can only ever be as strong as our community enables us to be. This is the other meaning of Together We Protect, it is the mutual dependency between CST and our Jewish community (or communities).



Job title	IT Support Analyst	Salary	£30k
Contract	Full time	Location	NW London

As an IT Support Analyst, your key focus will be providing 1st and 2nd line IT Technical support for internal staff on PCs, Macs and mobile devices and other network infrastructure.

The IT Support Analyst will report directly to the Network Administrator and work closely with other members of the IT team. They will also collaborate with staff, departments and volunteers at all levels across the organisation to ensure smooth IT operations and support.

In-house training will be provided and support for certified training may be provided where appropriate.



Your key responsibilities for this role are as follows:

- Provide 1st and 2nd line support for IT issues, including hardware, software, and network troubleshooting
- Day to day management of Helpdesk
- To diagnose hardware and software faults
- Maintenance of VoIP Phone System
- Monitoring and maintaining computer systems and networks within the organisation
- Supporting the installation and configuring of computer systems as part of ambitious change programmes
- Administration of Windows Servers, Active Directory, Office 365, Azure, Intune, Mobile devices, Mimecast and backups
- Respond to security alerts and keep up to date with threat knowledge
- Supporting video conferencing equipment
- Support Active Directory, user account management, and group policies
- Troubleshoot network issues (LAN/WAN, VPNs, firewalls, Wi-Fi)
- Assist with hardware setup and maintenance (PCs, laptops, printers, peripherals)
- Deploy and manage Microsoft 365 applications (Outlook, Teams, SharePoint, OneDrive)
- Support backup and disaster recovery solutions
- Document IT procedures and provide user training when required
- Occasional travel to Manchester and Leeds offices as necessary
- Out of hours team rota for emergency calls

The ideal candidate will have:

- Strong knowledge of Windows operating systems and Microsoft 365 and Mac OS
- Good troubleshooting skills and ability to work independently
- A broad knowledge of server and network infrastructure technology and computer security
- Excellent, formal or self-learned information technology skills
- Strong communication skills with a natural ability to build good working relationships
- Excellent problem-solving skills with a persistence to see issues resolved
- A professional and mature manner
- Experience of dealing with staff and/or customers
- Teamwork, adaptability, and time management are crucial for this role. The candidate should be able to work well in a team, adapt to changing situations, and manage their time effectively.
- A mature and responsible approach
- Customer orientated and understand the urgency of replying to customer requests in a timely fashion

Preferred Skills:

- Power Platform knowledge (Power Automate, Power Apps, Power BI) and Microsoft Dynamics would be an advantage
- Experience with Azure Active Directory, Intune, and cloud-based services
- Solid understanding of the entire Office 365 environment including Security and Compliance
- Understanding of IT security best practices and endpoint protection
- Proven experience in an IT support or Helpdesk role
- Relevant IT certifications (e.g. CompTIA x)
- Knowledge of audio-visual equipment
- Knowledge of artificial intelligence tools including Copilot



Closing date: 30th April 2025*

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, with **IT Support Analyst** as the subject header.

First round interviews: Will be conducted by CST's HR Director and the IT Network Administrator in CST's London Head Office

Second round interviews: Will be conducted by CST's IT Director and IT Project Manager at CST's London Head Office

*may close earlier if a suitable candidate is found