

IT SUPPORT OFFICER
PERMANENT, FULL TIME, JAN 2026 START
£30,000 – £36,000 (*depending on experience*)

WHO WE ARE

24-7 Prayer is an international, interdenominational prayer movement, with a vision to revive the church and rewire the culture through non-stop night and day prayer.

We started in 1999, when a simple student-led prayer vigil went viral and groups all over the world joined in to pray. Now, over two decades later, thousands of communities have taken part in 24-7 Prayer in churches, communities and cities in over half the countries on earth. From apps and courses to prayer rooms and blogs; we exist to help people pray.

THE ROLE

We are looking to recruit an IT Support Administrator to work with our Head of IT Operations, third party suppliers and Operations department to support our software and hardware provision to our growing staff team.

This new role is responsible for maintaining our digital infrastructure and hardware, identifying opportunities for efficiency and improvement of user experience.

You will be a friendly point of contact and someone who can clearly communicate and listen, can problem solve and instil confidence in others. This role requires someone who has excellent interpersonal and administrative skills, is highly proficient in a CRM tool (preferably Beacon), Microsoft 365 and associated software and tools, and will be responsible for management of office equipment and all EUC devices.

This role can be either based in our Woking office or a hybrid role. If hybrid, there is a requirement to come the office at least one day a week to manage office equipment. You are also required to attend mandatory in-person meetings at either our Woking office, Guildford or Waverley Abbey House in Farnham (averaging once a month).

If you would like to apply for the role, please [click here](#) to complete the application form. When prompted in the application process, please upload*:

1. Your CV
2. A 1-page covering letter explaining why you are suitable for the role and why you would like to work at 24-7 Prayer

**If you do not upload both pieces of documentation your application will not be taken further.*

Closing date for applications: 7th December 2025

Interviews: 15th December 2025

Please note that this role holds an occupational requirement for the post holder to be a practising Christian with a living relationship with God, living in accordance to biblical principles. This is in accordance with Schedule 9 of the Equality Act 2010.

Job Description

Job title:	IT Support Administrator
Salary:	£30,000 - £36,000
Contract type:	Full Time (5 days), Permanent
Line managed by:	Head of IT Operations
Role overview:	The IT Support Administrator will play a key role in supporting and maintaining 24-7 Prayer's IT infrastructure, systems, and user experience, working closely with the Head of IT Operations and external partners

Key Responsibilities

- Manage all aspects of 24-7 Prayer's IT external service desk provision, including monitoring, scope, reporting and SLA's.
- Be the first point of contact for the Beacon CRM solution.
 - Assess user requirements
 - Liaise with 3rd parties
 - System Administration
- Own Microsoft 365 account across the international team:
 - Champion best practices across staff team
 - Act as expert, and triage team questions
 - Identify opportunities for improved collaboration and efficiency
- Work with HR to administer hardware and software aspects of our joiners and leavers process, including purchase/set up/disposal of laptops, and managing the asset register.
- Manage access to the www.24-7prayer.com website and escalate any support issues to site developers and/or the website hosting company.
- Work closely with the Operations team to ensure delivery of an effective Intranet, for communication of key information with the staff team.
- Deliver ongoing IT training for team: e.g. annual updates on cyber security, and ensure staff are appropriately trained to use software effectively. Create and deliver introductory training to all new hires and national leaders.
- Manage office equipment, including internet connectivity, telephone, screens, projectors and printing and copying hardware, and become an expert user of these tools. Administrate PAT testing. Work closely with Operations team to ensure that the team are fully enabled in this area.
- Understand the detail of GDPR requirements and working procedures. Work closely with the Operations team to ensure adequate data sharing agreements with national teams are in place and support as needed.
- Implement IT infrastructure projects as required, in partnership with the rest of the IT Team.
- Produce regular reports as required, e.g. service desk support stats.

Key Requirements and Skills

- Successful track record providing highly effective IT services to users.
- Highly organised with excellent attention to detail, especially in service provision.
- Excellent communication skills both verbal and written to IT non-specialists.

- Highly proficient in office software and tools with excellent administrative ability.
- Ability to work in a diverse, multi-tasking environment.
- Strong interpersonal skills with a collaborative mindset.
- Experience with CRM Systems (e.g. Beacon).
- Certification in M365 (desirable).
- Capacity to be flexible in approach and adaptable to changing situations.
- Able to display patience, resilience, and optimism.

Additional Comments:

- The Postholder will be expected to maintain a living relationship with God and live consistently according to biblical principles.
- Reasonable time will be given for retreat, prayer, and personal spiritual development in liaison with your line manager.