

Post	ICT Systems and Services Lead
Responsible to	Head of ICT
Team	ICT Team
Group	Finance and Corporate Services
Proposed grade	F
Contract	Permanent
Hours	Full time

The organisation you'll be joining

Welcome to Church Mission Society, where we are passionate about God's mission and eager to see more and more people become followers of Jesus. For 225 years CMS has been at the forefront of global mission, living out the gospel of Jesus, seeing lives changed and communities transformed across the globe. Often in ways we could not have anticipated.

Founded by William Wilberforce and other members of the Clapham Sect group of activists in 1799, today CMS supports hundreds of people and partners in mission working together across Africa, Asia, Latin America, Europe and the Middle East. We also train UK Christians for creative, ground-breaking mission in Britain.

From empowering marginalised people to reach their God-given potential to standing in solidarity with people whose faith makes them outsiders in their culture to pioneering mission among people who might have given up on God, CMS is at the cutting edge of mission, displaying the love of Jesus to many people who might not have believed he was for them.

In the last few years, we've undertaken a prayerful review of our organisation, in order to discern our mission call for this generation. In the process we have rediscovered and been re-inspired by the pioneering spirit of our founders. Those joining the CMS global mission community today will find a diverse group of people that have been reinvigorated with a fresh vision to join together to make disciples of Jesus among people at the edges, both in the UK and around the world.

Jesus spent much of his time with people at the edges, and that's where we want to be too.



Church Mission Society invites people at the edges of church, the edges of society and the edges of our comfort zones to follow Jesus and play a part in his story. Come with us to the edges and discover God at work in ways you might not have expected.

Our culture

At CMS we work hard to ensure that every member of staff is valued, supported and encouraged to continually learn and develop their skills. We rely upon God's presence, wisdom and grace and therefore, prayer is central to everything we do.

Our vision

To see our world made new by the love of God as we follow Jesus to the edges.

Our purpose

We exist to make disciples of Jesus at the edges.

Our core values

Pioneering. Relational. Faithful. Evangelistic.

Purpose of the team

The ICT team ensures that the organisation's technology infrastructure and systems are secure, reliable, and fit for purpose, enabling all staff to carry out their work effectively. The team delivers, maintains, and supports hardware, software, cloud services, and business applications across the organisation, providing a person-focused, high-quality helpdesk experience alongside practical solutions.

The ICT team culture is customer service focused, professional and a busy environment. Working closely with staff and teams, the ICT team helps optimise business processes and drives improvements in technology to support the organisation's mission.

Our ICT systems are based on industry standard technology. Most workstations are laptops running Windows although a number of macOS and thin clients are also deployed. The office application services are hybrid, providing standard cloud applications (identity provider, HR, payroll, finance and CRM) or delivered via our on-premise datacentre virtualised servers (Windows and Linux Debian servers) and hardware appliances.

Your role

Working for the Head of ICT, this role is responsible for the implementation, operation, and continuous improvement of our ICT infrastructure and services. Working under the direction of the Head of ICT, the role ensures that systems are secure, reliable, and can effectively support our mission and day-to-day operations.



As an IT generalist role, it requires a high practical skill set able to draw from a broad scope of experience in virtualisation, cloud services, network and cyber security, systems management, and disaster recovery.

This role will also maintain system integrations, cloud service improvements, and the ongoing development of organisation-wide IT solutions that align with our organisational long-term goals.

Your relationships

The post holder reports to the Head of ICT, and will work alongside their ICT team colleague, Web and Application Developer. You will contribute to and implement our ICT strategies for developing cohesive, resilient systems and services. In particular there will be a strong need to coordinate matters of budget, strategy, policy, and end user experience with the Head of ICT, to provide support to the Web and Application Developer in matters to do with web applications, and to support the Database Management Lead in connection with the organisation-wide CRM database.

Liaising closely with end users throughout the charity, you will be their first-line support as well as supporting our backend ICT systems and services, delivering a high quality and approachable helpdesk experience representative of our ICT team culture.

Our ICT services are available both to local and remote users via secure remote access connections, serving users working in the UK and internationally.

Your responsibilities

ICT Infrastructure (60%):

Lead the design, implementation, and maintenance of the organisation's core ICT infrastructure across cloud and on-premise environments.

- Manage and develop the organisation's virtualised infrastructure and cloud platforms, ensuring reliability, performance, and secure access.
- Lead the development and delivery of the organisation's cloud strategy, including migrations, hybrid environments, and adoption of new technologies.
- Oversee on-premise infrastructure including servers, networking, data centre facilities, and connectivity.
- Implement and maintain secure network architecture including firewalls, zero trust networks, segmentation, and monitoring.
- Manage enterprise systems and device platforms across Windows, macOS, Linux, and mobile environments.
- Maintain reliable hosting environments for web, application, and database services.
- Develop and manage backup, disaster recovery, and data retention strategies to ensure organisational resilience and service continuity.
- Oversee system lifecycle management including upgrades, patching, and reduction of technical debt from legacy systems.



- Automate infrastructure management and support continuous deployment for key business systems and web applications.

End-User Support and Training (15%)

Ensure high-quality IT support and empower staff to use technology effectively.

- Deliver IT onboarding and training for staff, including guidance on best practice in digital tools and data security.
- Oversee a responsive helpdesk service with a focus on service improvement and user satisfaction.
- Support and maintain audio-visual and hybrid conferencing systems across organisational venues.

Cybersecurity and Compliance (10%):

Support the organisation's cybersecurity posture and ensure systems operate securely and in line with policy.

- Develop and maintain IT security, policies, standards, and controls.
- Monitor systems and investigate potential security incidents.
- Promote security awareness training and secure working practices.
- Implement modern identity management and access control frameworks.

Procurement and Asset Management (10%):

Ensure effective management of technology assets and supplier relationships.

- Lead procurement of IT hardware, software, and services.
- Manage software licensing and vendor relationships.
- Maintain accurate asset inventories and lifecycle planning for IT systems.
- Develop replacement and upgrade strategies for ageing infrastructure.

IT Projects, Change Management and Digital Transformation (5%):

Support organisational innovation through effective technology change.

- Lead the delivery of internal projects within the ICT team, including system migrations and infrastructure upgrades.
- Identify opportunities to modernise systems and adopt cloud or SaaS solutions.
- Standardise and optimise IT platforms across the organisation.
- Champion a culture of documentation and knowledge retention as a cornerstone of team efficiency, capturing the critical information necessary for enacting a disaster recovery plan.

Other

Ensure the safety and security, and respect the rights, of all staff, partners and supporters:



- Understand and follow CMS safeguarding policies.
- Understand and follow security procedures for all public materials and content, to keep mission personnel and strategic partners safe. Ensure the confidentiality of supporters and that all data relating to them is maintained and processed in compliance with the General Data Protection Regulation (GDPR) and Privacy and Electronic Communications Regulations (PECR).
- Hold and maintain a good understanding of the Code of Fundraising Practice and how it pertains to your role.

Carry out any additional duties commensurate with the role as required by your line manager.



Person specification

ICT Systems and Services Lead

Further expansion of key responsibilities and technical skills is available on request.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• A-level education especially numerate subjects• Or, equivalent demonstrable experience, see below	<ul style="list-style-type: none">• Qualification in related IT industry subject (example: CompTIA Linux+, CompTIA Security+, CISSP, ITIL4)• Manufacture specific certification in VMware, Microsoft 365, Veeam, Mimecast
Experience	<ul style="list-style-type: none">• At least 3 years in an IT systems administration role or an IT system and service delivery role• Proven experience deploying and configuring operating systems and updating system software• Proven experience providing technical support to end users• Experience configuring cloud enterprise suites (Microsoft 365, Google Workspace)• Experience of maintaining Active Directory and Group Policy, or Entra ID and Intune• Experience managing Windows Server and Desktop, Linux Server, and macOS operating systems• Track record of training of end users	<ul style="list-style-type: none">• Working in the charity sector• Experience in managing hypervisor or cloud compute (vSphere, Hyper-V, Azure, AWS, Google Cloud)• Good understanding of Microsoft 365 micro-services and webapp administration• Experience of deploying datacentre server and network hardware.• Experience deploying next generation firewall appliances.



Skills and abilities	<ul style="list-style-type: none">• Good generalist IT skills• Ability to work with staff at all abilities and levels within the organisation• Ability to explain technical issues in non-technical language – concise communicator• Ability to prioritise competing tasks• Lateral, creative, and innovative problem-solving skills• Ability to write documentation and user guides for internal systems• Proven ability to resolve complex IT issues	<ul style="list-style-type: none">• Monitoring and diagnostics of systems and services• Data analysis and transforms using spreadsheets, formula, and scripts• Experience of procurement and managing customer or vendor relationships.• Project management and project scoping and documentation.• IT training and presentation.
Knowledge and understanding	<ul style="list-style-type: none">• Understanding of relevant technologies in cloud compute, hypervisor, data centre infrastructure, Systems & Device Management, Security and compliance	<ul style="list-style-type: none">• Understanding of these relevant technologies as used in CMS (technical detail upon request)
Disposition	<ul style="list-style-type: none">• Patient and diplomatic• Ability to remain calm and clear headed under pressure• Good interpersonal skills• Confident, approachable and a friendly manner• Team player• Able to work independently without supervision• Strategic Thinker• Willing to learn	<ul style="list-style-type: none">• Champion of change and making technology work better• Values personal development, knowledge sharing, and training
Other	<ul style="list-style-type: none">• Safeguarding checks• Some flexibility needed in working hours around	<ul style="list-style-type: none">• Current Driving licence



	<p>conferences with occasional earlier or later working and/or away from CMS House as required</p> <ul style="list-style-type: none">• A committed and practising Christian committed to CMS values and aims	
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Terms and conditions

ICT Systems and Services Lead

Conditions, including but not limited to the below:

1. The appointment is subject to satisfactory references, safeguarding checks and a probationary period of six months.
2. **Salary:** The post is within Grade F of the CMS salary scales; starting at £35,750 per year with further salary advancement opportunity. Salaries are reviewed annually at the beginning of February.
3. **Expenses:** Expenses incurred in connection with work in accordance with established regulations will be paid.
4. **Pension:** There is a group personal pension scheme applicable to your employment and you are entitled to participate in this scheme subject to the rules of the scheme. You will be automatically enrolled into the scheme, however there is an opt-out option. The employer's contribution is 5 per cent while the employee's contribution is 3 per cent of the pensionable salary. In addition, CMS will match your additional contribution (over the minimum three per cent) up to an additional five per cent. The life insurance scheme provides a death in service benefit of four times the basic pay.

Those eligible for pension rights under the Clergy Pensions Measures administered by the Church of England Pensions Board may continue to qualify for those rights.

5. **Work base:** This is an office-based post and this will be your centre for the purpose of claiming travelling expenses if appropriate. Under the CMS hybrid working policy, you may work from home for up to forty per cent of your contracted time per week but we reserve the right to require you to work full-time in the office if necessary.
6. **Holiday entitlement:** Annual leave is 28 days, of which up to 3.5 are to be taken between Christmas and New Year, plus statutory bank holidays.
7. **Notice:** Three months' written notice on either side is required for the termination of the appointment after the probationary period.