



Scripture Union

JOB PROFILE: Technical Operations Analyst

Mission Area / Directorate	Team
Finance and Services	Digital Solutions
Position of Job in Organisation	
<p>The Digital Support will report to Head of Digital Solutions</p> <pre> graph TD DFS[Director of Finance & Services] --> HDS[Head of Digital Solutions] HDS --> SDM[Senior Data Manager] HDS --> DA[Data Analyst] HDS --> ITSA[IT Ops & Security Analyst] HDS --> TOA[Technical Operations Analyst] style TOA stroke:#f00,stroke-width:2px </pre>	
About Scripture Union in England and Wales	
<p>Scripture Union is a national mission-movement, the aims of which are to create opportunities for children and young people to explore the Bible, respond to Jesus and grow in faith. Our priority is to reach those who don't yet know Jesus. In all its work, Scripture Union aims to care for children and young people, share God's good news, and offer choices and opportunities, whilst being credible, relevant and inspiring.</p>	
Vision of SU in England and Wales	
<p>Our vision is to see a new generation of children and young people have a vibrant, personal faith in Jesus.</p>	
Purpose of the team	
<p>To work with the leadership team and other managers to define and deliver the digital strategy for Scripture Union</p> <p>To equip an organisation seeking to become more efficient and effective in the delivery and operations of the mission</p> <p>To provide a secure and compliant environment for the operation of all our technology services.</p> <p>To maintain organisation's data in a way that allows effective use across all parts of the organisation to track activity, manage communication and provide management information.</p> <p>To contribute to the development and delivery of innovative digital ways of engaging the 95</p> <p>To be the provider of outstanding technical service and support to all customers internal and external.</p>	
Purpose of the job	
<p>To ensure the operations of all the technology solutions are working as expected allowing users to maximise benefit from the solutions.</p>	



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Working as a member of the Digital Solutions (DS) Team the role will include looking after specific technology solutions and offering support to users across all solutions which would include training and data requests.

Working closely with 3rd party partners to resolve issues that require additional input.

Safeguarding

All Scripture Union staff take responsibility for protecting children and young people from all forms of abuse and for reporting any disclosures of abuse in addition to suspicions or concerns, in line with Scripture Union's safeguarding policies.

Dimensions and quantities

The most important dimensions and quantities for this job are:

- The organisation has around 80 employees and around 100 volunteers who may require some support
- A dispersed workforce of hybrid office and remote staff
- The person's line manager is the head of Digital Solutions
- The person also works closely with the other members of the team, in particular the Senior Data Manager for any issues around the use of the CRM database.
- Working closely with expert 3rd party suppliers

Key accountabilities

The key accountabilities for this job are:

- Take responsibility for the configuration and operations of the following elements of the Microsoft tech Stack
 - MS365
 - Azure
 - Entra
 - SharePoint / OneDrive
- Provide support services for staff, volunteers and users as appropriate:
 - Triage queries to direct best place for resolution
 - Directly resolve issues that require SU internal fix
 - Assist Supporter Care team in resolving user issues with website and BRG apps.
 - Work with 3rd party partners to resolve issues in a timely and efficient manner including issue escalation.
 - Record issues on internal ticketing system and regularly review
- Actively contribute to the DS team conversations and work around Microsoft Power Platform including PowerApps.
- To contribute to the ongoing compliance of systems and solutions to agreed standards including GDPR; PCI-DSS; CyberEssentials+
- Work closely with the senior data manager to understand the Dynamics365 database and solutions coming from it.
- Provide data in response to user requests supporting the ongoing marketing, communications and operations of the organisation.



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- Understand the operation of key 3rd party solutions and ensure ongoing operations and support:
 - Paam; Qtac; Cascade; goDonate; Inventory
- Play active part in the Digital Solutions team developing knowledge and solutions within the wider movement.

Key performance indicators

The key performance indicators for this job are:

- Operation and availability of key parts of existing tech solutions
- Speed of resolution of user queries.
- Turn round of simple data requests
- Improving digital satisfaction score. (Annual survey)

Educational and / or training qualifications and certificates

The person appointed will have experience of:

- Computing / IT Degree level or equivalent experience
- GCSE Maths and English level 4+

Person specification

The person appointed will:

- Excellent interpersonal skills demonstrating empathy with users.
- Strong communication skills both oral and written, particularly conveying technical concepts to non-technical stakeholders
- Demonstrate attention to detail
- Have excellent organisational skills, including time management and co-ordination, with the ability to prioritise,
- Excellent problem solving and trouble shooting skills.
- Swiftly be able to identify the core of the issues and resolve / escalate as appropriate
- Promote policy and procedural practices within our agreed framework effectively to users
- Able to work independently and collaboratively

In common with all members of staff, the person appointed will:

- be a committed Christian in sympathy with the aims and ethos of Scripture Union and who has an active involvement in the mission of a local church
- seek to have a sound biblical understanding that is applied in daily living and encouraged in the lives of others

Necessary technical / functional skills

The person appointed will have:

- Significant experience with Microsoft tech Stack, in particular MS365, Azure, Entra
- Clear understanding of Cloud Computing systems and processes.
- Solid grounding in software systems



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- Demonstrate understanding of database structures and data analytics
- Awareness of Cyber Essentials, GDPR and other technology and data related compliance regulations

Required behavioural competencies

Commitment to goals & values	Shows commitment in theory and practice to the objectives, values and goals of the movement
Flexibility	Willing to adapt thinking and behaviour to suit the requirements of different situations, demonstrating a flexibility of approach for the good of the Movement. Able to see the value of an alternative view in different situations
Analytical thinking	Analyses problems and identifies the key issues, which need action. Assesses a situation in a systematic way, identifying time sequences, setting priorities and drawing logical conclusions from the data
Relationship building	Works to identify, build and maintain positive long-term relationships with colleagues and contacts
Critical information seeking	Probes to identify key information. Seeks the full range of relevant and accurate data and uses different sources to verify critical information.
Thoroughness	Follows tasks through to completion with attention to detail and accuracy

Job profile updates

Updated by: MRG	Date: March 2026
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Staff signatures

Line Manager:	Date:
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Employee:	Date:
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Human Resources:	Date:
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