

Open Doors International is looking for a service oriented

# IT SUPPORT SPECIALIST

0.8 - 1.0 FTE

Do you have a serving attitude and are you passionate about IT? We are looking for an IT Support Specialist who enjoys helping our users across the globe with their technical support needs. As an IT Support Specialist, you will seek optimal user experience by handling and coordinating tickets, training users, and identifying possibilities for improvements. Our technical environment is standard Microsoft M365, Entra, D365, etc. combined with a mix of commercial security tools and custom applications. This position reports directly to the ODI IT Infra & Service Delivery Manager. Our ideal candidate will have excellent technical and communication skills, solid customer service experience, a strong sense of ownership, and a positive drive.

## YOUR KEY RESPONSIBILITIES

- Monitor and triage incoming tickets (Freshservice ITSM tool), provide timely response to all issues, update internal customers on status, solicit additional information, if needed;
- Responsible for the full professional handling of customer questions, requests, and incidents and take measures when issues arise;
- Identify possibilities for structural improvements to increase the efficiency and effectiveness of our IT services, for example using PowerAutomate or similar;
- Training and advising individual users in secure and efficient use of IT systems;
- Act as a key first point of contact for UK staff
- Develop and update support documentation.

## YOUR PROFILE

- A committed Christian with a passion for the Persecuted Church
- Experience in IT Support and a relevant degree or certification(s);
- A great sense of responsibility to solve problems quickly and sustainably;
- Able to understand the needs of users from various cultural backgrounds and respond to them in a service-oriented, clear and non-technical way;

Open Doors is an international, interdenominational organization that supports Christians who are persecuted for their faith.

Open Doors International supports the worldwide organization with services such as Communications, Marketing, People & Culture, Advocacy, IT, Program Management, Finance and Global Research by working in a service-oriented way with teams and colleagues in countries with an Open Doors Development or Field office.

Our global IT team of 30 are allocated around the world and support over 2,000 users worldwide. Our Global IT consists of the following teams:

- Service Delivery
- Value Delivery
- Solution Development
- Infrastructure
- IT Security

- Proven ability to approach and analyze a technical problem and find an appropriate and workable solution;
- Has a good command of the English language;
- Coordination skills and able to work in a planned and structured way.

### **OUR OFFER**

Working at Open Doors means that you are actively involved in serving the worldwide Persecuted Church. We offer you a versatile position in an international, dynamic environment, a professional team and the opportunity to grow professionally and personally. As a global organisation we are used to combining working from home and from the office and to have flexible working hours. Location preferably in the Netherlands (Harderwijk) or the UK (Witney), but various local and global locations will also be considered when they are near CET time zone.



### **INTERESTED?**

Please send us an email with your CV and cover letter to Open Doors International's HR team: [vacancy@od.org](mailto:vacancy@od.org). If you have questions about the position, please use this same email address. We will assess applications on a rolling basis and will close the process if we fill the position, so early applications are encouraged.