



Senior Service Operations Administrator

We're looking for a Senior Service Operations Administrator to join the Service Operations team here at JustGiving. This is a full-time role based in London.

About us

We're the world's leading online fundraising platform, creating innovative technology that helps people, charities and businesses connect with the causes they care about. We make giving and fundraising simple, social, impactful and inspiring.

We recruit people who are passionate, curious and ambitious, and we're just as interested in who you can become as who you are right now. If you're hardworking, open-minded and do things with conviction (whether they work or not), then we'd love to hear from you.

About the role

This role requires focus on supporting the services that we provide, and works to stabilise and enhance the JustGiving experience.

We'd like you to use your initiative to keep us up to date with technologies and enhancements that could improve the daily running of the JustGiving offices, as well as step in and help with daily activities where required. A key aspect of the role is joining the on-call rota.

This senior role will include taking ownership of some aspects of service delivery and design and the ability to influence technical teams. Accordingly, it will report to those managers with overall responsibility for the delivery of services within JustGiving.

It would be advantageous if you are familiar with PCI DSS (Payment Card Industry Data Security Standards) as you will be working with our IT Service Manager to support compliance activities; and it would help if you know your way around the ITIL standards too.

About you

You'll understand:

- Server infrastructure, back office administration, scripting, ISPs (Internet Service Providers), cloud technologies, load balancing, network and web server technologies
- DDoS Mitigation
- Reporting
- Monitoring and alerting
- Capacity management
- DR (Disaster Recovery)
- Ownership of service delivery and aspects of project coordination
- CSI (Continual Service Improvement) and prioritisation

And, ideally:

- ITIL
- PCI DSS (Payment Card Industry Data Security Standards)
- Quantiv administration
- ServiceNow



You'll also have:

- The flexibility to work on the on call rota
- Exemplary written English/ a crystal clear communicator on the phone and on email
- The ability to understand when a process or procedure is required
- Proven delivery of elegant and easily understood diagrams, wireframes and other artefacts
- The ability to think on your feet and manage lots of things at once/ strong organisational skills
- A keen eye for detail
- Self-motivation - with a positive "can do" attitude
- Confidence working in an environment that is constantly changing

We pay competitive market rates and can offer you an exciting, challenging role in a growing technology-focussed business that's part of something bigger. You'll have plenty of opportunities for further training and guidance, as well as a range of other benefits

Like the sound of JustGiving? Email us at it.recruit@justgiving.com including your CV and a note telling us why you would be a great addition to one of our teams.

We embrace diversity in our applicant's backgrounds. The successful applicant will have eligibility to work in the UK. The role will require access to personal information and card data so candidates will be subject to criminal record checks.