

**JOB DESCRIPTION**

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| **TITLE:** | **IT Technical & Systems Support Assistant** |
| **CONTRACT TYPE:** | Open Ended, Full time |
| **ORGANISATION:** | British Triathlon and Triathlon England |
| **DEPARTMENT:** | Operations |
| **JOB BASED AT:** | British Triathlon Head Office, Loughborough |
| **REPORTS TO:** | IT and Web Development Manager |
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**POSITION OVERVIEW**

To be the primary point of contact for day to day IT queries from British Triathlon staff. The candidate will be required to provide a high level of IT support for staff across the organisation as well as maintain and develop our various IT hardware and systems.

**MAIN TASKS & RESPONSIBILITIES**

* To provide day to day support for staff for all IT hardware and software problems, predominantly for Windows devices but also for those staff on other operating systems
* To monitor, add, update and resolve IT support helpdesk tickets through our ticketing software
* To purchase, setup and maintain IT hardware and software in a cost-effective manner, including desktops, laptops, mobile devices, printers and network equipment
* To administer the organisation’s Office365 subscription
* To ensure seamless day to day running of our mobile contract
* To help administer the organisation’s networking for both office-based and remote staff
* To maintain and develop the organisation’s internal and external servers predominantly running in a LAMP environment
* Make updates to and run ad-hoc reports from our MySQL databases
* Help monitor and test any new IT systems or web development projects
* To look to automate any regular tasks to improve efficiency
* Assist with the training of staff in software or practices used by the organisation
* To continually look for potential improvements to our IT processes or systems

**PERSON SPECIFICATION**

**IT TECHNICAL & SYSTEMS SUPPORT ASSISTANT**

**RELEVANT SKILLS AND/OR APTITUDES**

*Essential*

* Excellent communication skills – Communicates effectively, clearly and confidently in written, verbal and electronic forms
* Time management
* Well organised and able to prioritise workload
* Strong interpersonal skills
* Keen interest in IT and the desire to develop and improve your skills
* Ability to problem solve IT issues independently
* Good attention to detail
* Awareness of the importance of security in IT systems and processes
* Desire to keep up to date with the latest developments in IT systems and related best practices

**KNOWLEDGE AND EXPERIENCE**

*Essential*

* Excellent working knowledge of Microsoft Windows and Office products
* Experience configuring, troubleshooting, and repairing desktops, laptops, tablets and mobile devices
* Basic understanding of MySQL

*Desirable*

* Good working knowledge of the sport of Triathlon
* Experience providing IT support to people
* Experience in Helpdesk ticketing software
* Experience with Linux servers and administering via the command line
* Experience with Office365, Exchange, Sharepoint, Active Directory, Dropbox
* Experience with office networking and firewalls
* Advanced understanding of MySQL
* Knowledge of Powershell scripting and/or automating regular tasks
* Experience providing training and/or training material to people

**EDUCATION/QUALIFICATION SKILLS**

*Essential*

* Relevant Undergraduate degree or equivalent experience
* Computer literate, including Office products, Windows, Databases
* Strong written and oral presentation skills

**PERSONAL ATTRIBUTES**

*Essential*

* Is able to work independently and as part of a team
* Performance orientation, including the ability to set targets and achieve them
* Commitment to responding to customer needs
* Positive approach to dealing with challenging issues
* Treats people with respect
* Protects confidential information
* Adheres to the company’s policies and demonstrates loyalty to the company
* Strong individualist & decision maker with high determination to succeed
* Self-motivated
* Creative & innovative worker
* Focused on excellent quality of service
* Continually looks to improve
* A flexible individual with excellent problem solving skills
* Happy to help out with other areas of the business if required
* Happy to work in a small close-knit team

**OTHER REQUIREMENTS**

*Essential*

* Able to work away from home as role may require occasional weekend working and irregular hours

*Desirable*

* In possession of a valid UK driving licence, with the use of a car (mileage allowance will be paid for business use)