

**Activity Superstore
Job Description
IT Support Technician**

Direct reporting to

Director of IT & Systems

Indirect reporting to

None

Staff directly supervised

None

Staff indirectly supervised

External suppliers where relevant

Contract type

Permanent

Summary of the IT Support Technician Role

Overall objective:

To maintain operational effectiveness of all the Company's hardware and software including managing the relationships with external suppliers of computer, web and telephony services.

Responsibility to support and help maintain web sites and MSSQL based bookings system. This will involve identifying enhancements to existing and new web sites, as well as improving and maintaining existing in-house applications to maintain operational effectiveness and ensure there is little or no downtime.

Responsibilities:

- Frontline support for internal users across all aspects of the internal systems
- Deal with daily minor PC and other hardware issues
- Ensure Web sites are monitored and maintained at optimum speed and efficiency
- Become the internal expert on the in-house bookings system and document the system over a period of time to ensure knowledge is transparent
- Ensure routine software updates are done on time
- Ensure new employee have PCs and phones setup in advance of starting
- Co-ordinate with external suppliers to provide higher level IT Support

Criteria for Candidates

- Self motivated
- Ability to work in fast moving environment
- Strong problem solving skills
- Good time management and organisational skills
- Professional and courteous manner
- Previous Knowledge: SQL & some knowledge of programming languages
- Ability to work in a small project team with inter dependencies
- Ability to think ahead and pre-empt problems and issues
- Values and delivers quality service
- Open and friendly communication style

Location: Saffron Walden.

Working hours: Monday to Friday 9.00 AM – 5.30 PM