



# Blackburn Rovers Football & Athletic Ltd

## Job Description

<b>Job title:</b>	I.T. Support Technician
<b>Department:</b>	Information Technology
<b>Based at:</b>	Ewood Park stadium, Blackburn, BB2 4JF. Flexibility regarding location is required.
<b>Reports to:</b>	I.T. Manager
<b>Responsible for:</b>	N/A
<b>Hours of work:</b>	35 hours per week plus match days (rota basis) and any additional hours necessary for the performance of duties. This may include evening and weekend work.
<b>Contractual status:</b>	Permanent
<b>Job purpose:</b>	To be responsible for all first line support including initial fault fixing of IT based problems and preparing equipment for deployment.
<b>2. Duties and responsibilities:</b>	<ul style="list-style-type: none"> <li>To provide first line support to the business over the phone or in person or via remote software;</li> <li>To be responsible for maintaining stock management of PC's, laptops, mobile handsets and to manage the building of PC's and laptops to the requirements of the business needs;</li> <li>To assist the business in the adoption new services and ensure employees are provided with the support they need to succeed;</li> <li>To be the first point of contact for support calls to the IT helpdesk;</li> <li>To log all support calls on the fault logging system;</li> <li>To manage the inventory system and ensure the program is kept up to date and recorded on the HR system;</li> <li>To setup/configure I.T equipment, record and tag;</li> <li>To provide technical support to the companies mobile telephones and users;</li> <li>To provide match day technical support on a rota basis;</li> <li>To provide match day on-call assistance as and when required;</li> <li>To ensure all relevant equipment/systems are functioning prior to home matches;</li> <li>To liaise with outside suppliers / support contactors as required;</li> <li>To evaluate equipment and follow departmental procedures for the acquirement of new equipment;</li> <li>To obtain quotes for the IT Manager to review when required;</li> <li>To manage stock levels and maintain a record of equipment with stock checks;</li> <li>To maintain a required number of PC's, laptops, mobile phones available for distribution when required;</li> <li>To maintain a schedule of review dates of equipment so to ensure they are up to date with software and are kept in good working order physically;</li> <li>To generate proposals when required or requested by the IT Manager;</li> </ul>



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	<ul style="list-style-type: none"> <li>To utilise IT software for communication, task tracking and documentation within the IT Dept.</li> <li>Any other duties as reasonably required or assigned by the IT Manager.</li> </ul>
<b>3. Skills required:</b>	<ul style="list-style-type: none"> <li>To be able to diagnose and fix faults with I.T equipment;</li> <li>To be able to follow instructions and perform checks of systems;</li> <li>Ability to articulate and log faults using helpdesk software;</li> <li>Strong interpersonal skills with the ability to communicate effectively both orally and in writing;</li> <li>To have a pleasant and approachable demeanor;</li> <li>Highly motivated;</li> <li>At times, the ability to work with the minimum of supervision;</li> <li>The ability to work as part of a team, demonstrating a willingness and ability to perform all functions required of team members;</li> <li>Highly organised with the ability to prioritise;</li> <li>Willing to travel to other company sites when required to provide in-person support;</li> <li>A creative thinker with the ability to see new opportunities;</li> <li>A willingness to undertake further training and professional development;</li> <li>A confident and conscientious approach to work;</li> <li>The ability to document procedures; and</li> <li>The ability to adapt and learn effectively.</li> </ul>
<b>4. Knowledge required:</b>	<ul style="list-style-type: none"> <li>Knowledge and experience with the following:             <ul style="list-style-type: none"> <li>PC building</li> <li>OS install</li> <li>Apple IOS</li> <li>Mobile Phone OS</li> <li>M365 applications and Administration</li> <li>Active Directory &amp; Group Policy</li> <li>Printer fault fixing</li> <li>Windows 10 &amp; 11</li> <li>Networking basics</li> <li>Remote access software and remote helpdesk support</li> </ul> </li> </ul>
<b>5. Qualifications required:</b>	<ul style="list-style-type: none"> <li>Five GCSE's at grade A*-C / 9-4 or equivalent;</li> <li>A Level 2 Qualification in an IT related field or relevant industry experience; and</li> <li>Relevant qualification in I.T. support and helpdesk (desirable).</li> </ul>
<b>DBS check required:</b>	Yes (basic)

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.



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### How to Apply

Due to high-levels of interest, this post may close early so early application is advised, otherwise the closing date for this role is **9:00am on Friday 31<sup>st</sup> March 2023**. To apply, please email your application form and covering letter to [recruitment@rovers.co.uk](mailto:recruitment@rovers.co.uk) . CV's will not be accepted.

### Equality and Diversity

*Blackburn Rovers FC is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.*

### Safer Recruitment

*Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.*



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