



Title: IT Technician
Responsible To: IT Manager
Department: Business Operations
Location: EFL House, Preston

Formed in 1888 by its twelve founder members, the EFL (English Football League) is the world's original league football competition and is the template for leagues the world over. With 72 member Clubs, it is also the largest single body of professional Clubs in European football and is responsible for administering and regulating the Sky Bet EFL, Carabao Cup and Papa Johns Trophy, as well as reserve and youth football. EFL, through its charity the EFL Trust, also oversees the inspiring work of its 72 Clubs' community teams, engaging with more than 1.5million people every season.

Our employees work together as an integrated team, under the leadership of the Chief Executive Officer. Employees have key objectives to offer the highest standard of service and administration to the Clubs within the EFL; maximise income available through sponsorship, television rights and advertising; and enhance and protect the reputation of the EFL and its competitions both on and off the pitch.

The EFL is taking steps to become a more inclusive employer, by integrating Equity, Diversity & Inclusion into all aspects of the business. We hope by doing so, we can attract the very best in diverse talent and create a more inclusive culture, where people come to work feeling comfortable in being their authentic selves, allowing the EFL to continuously enrich our workforce, evolve how we work and embrace difference in thought and ideas. So we can become fully representative of our local community and fan base we serve.

Purpose

The IT Technician will be serving as the first point of contact for IT support within the EFL & EFL Trust in order to answer and deal with day to day queries, escalating to the IT manager/External IT service provider for help & advice when required.

Main Areas of Responsibility/ Tasks

1. Using the EFL's Active Directory to complete the below tasks:
 - Creating new Users
 - Reset passwords
 - Managing security / distribution groups
 - Managing computer groups
 - Managing file & folder permissions
2. Using the EFL's Exchange Administration Centre to complete the below tasks:
 - Creating shared mailboxes
 - Managing shared mailbox permissions
 - Using basic command prompts to edit mailboxes states
3. To order, set up and configure IT equipment as and when required by EFL and EFL Trust employees and for new starters
4. Day to day operational maintenance and support services, including, repairing broken desktops, laptops and equipment
5. Ensure that all users IT needs and expectations are met and understood, where possible.

6. Monitoring Wi-Fi estate data traffic and upgrading access points when prompted.
7. Managing hosted telephony system and setup up call forward schedules.
8. To ensure all AV equipment in meeting rooms is fully functioning at all times
9. To work flexibly on occasion, including out of hours, to support the IT Manager.
10. To assist the IT Manager and Head of Business Operations with IT and Infrastructure projects and upgrades.
11. Any other adhoc duties as required by the IT Manager.
12. To maintain a professional, business-like approach when representing the EFL with both internal and external stakeholders ensuring the reputation of the EFL is maintained and enhanced at all times.

Person Specification

The successful candidate will be able to demonstrate the following:

1. Experience of managing Microsoft network server technologies.
2. Knowledge and understanding of LAN/WAN/TCP/IP.
3. Experience of Windows Desktop Support: Windows 10.
4. Experience of Office 365 and associated applications.
5. Knowledge of firewall products/security.
6. Experience of Archiving products.
7. Experience of training and supporting others.
8. Proven understanding of disaster recovery.
9. Experience in an IT support environment and involvement in technical aspects of support.
10. Ability to create, manage and maintain excellent working relationships with internal and external stakeholders including the management of third party vendors.
11. Ability to demonstrate effective control and management of a number of projects at one time.
12. Ability to support multiple sites including home based users

Inclusion Statement

The EFL is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Applicants fulfilling the criteria will be considered in a meritocratic way and without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.

Safeguarding Statement

The EFL is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions and cautions. Amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.