Job Advert

Job title: 1st Line IT Support Technician

Employer: Reading Football Club

Location: Training Ground RG41 5DB / Select Car Leasing Stadium RG2 0FL

Contract: Permanent

Salary & Benefits £ to be confirmed
- Paid day off to celebrate your birthday
- Employee Assistance Programme with free access to help, advice, and support
- Complementary home match ticket
- Auto-enrolment into the Club’s pension scheme (depending on eligibility)
- Group Life Assurance benefit (death in service cover)

Hours of work: 8.30 am to 5pm or 9.00am to 5.30pm as well as working matchdays

Department: IT

Reporting to: Head of IT

Equality, Diversity and Inclusion Statement
Reading Football Club are committed to ensuring equal opportunities are given to all and welcomes applications from all areas of the community regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, marriage and civil partnerships

Safeguarding Statement
Reading Football Club recognises that the safety and protection of children and young people engaged in club activities must take priority over all other considerations. Due to this post being in regulated activity, the potential employee will be required to undertake a Disclosure and Barring Service check at the appropriate level. It is a criminal offence for a barred person to attempt to engage with vulnerable group. Engagement will be subject to sight of a satisfactory DBS disclosure and stringent background and reference checks.
**Job purpose**

To be responsible for installing, diagnosing, repairing, maintaining, and upgrading hardware and software and provide IT support to users across all sites.

**Accountabilities**

- To set up the hardware for new starters
- To troubleshoot IT problem areas and provide end-user assistance where required
- Windows 10 and 11 support/ Server 2012 to 2022
- Troubleshooting of account/logon issues
- Laptops/Desktops/Printer support/setup/maintenance
- User accounts creations, amendments, and troubleshooting
- Network data sharing
- Office 365 admin
- Active directory admin
- Providing support on matchdays
- Basic Network troubleshooting
- Software installation and troubleshooting
- To adhere to a strict code of confidentiality in respect of any information relating to Reading Football Club and its operation
- There is an expectation that you will undertake adhoc work on an exceptional basis or provide relevant cover for other team tasks

**Behaviours & Attitude**

- Strong communication skills
- To be a role model for all club values and ways of working – “walk the talk”
- To exude a can-do attitude (best of Reading Football Club)
- To be flexible and agile, always ready to adapt if things don’t go to plan
- To be an ambassador for Reading Football Club
- To act in a manner that supports the Club’s Vision & Values at all times

**Key Performance Indicators**

- To provide excellent level of IT support.
- To respond to all enquiries within Reading Football Club Charter guidelines.
- To adhere to a strict code of confidentiality in respect of any information relating to Reading Football Club and its operation
- To be presentable at all times when working and demonstrate that you can represent the face of the club in the manner expected
- To maintain Reading Football Club’s Safeguarding (Child Protection), Health, Safety and Equal Opportunity procedures and practice
## Person specification

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td></td>
<td>NVQ level 2 in IT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 1 year in IT support</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• AD</td>
<td>Office 365</td>
<td>Windows servers 2012 to 2022</td>
</tr>
<tr>
<td>• Office 365</td>
<td>Windows 10 and 11</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td></td>
<td>Basic networking and trouble shooting skills</td>
</tr>
</tbody>
</table>

Due to this post being in regulated activity, the potential employee will be required to undertake a Disclosure and Barring Service check at the appropriate level. It is a criminal offence for a barred person to attempt to engage with vulnerable group.

**Closing date for applications:** Monday 12th September 2022

Please note, we reserve the right to shortlist and interview prior to the closing date above.

**Contact:** Please send your completed application form to recruitment@readingfc.co.uk

CV’s will not be accepted