



22 November 2018

## **JOB OPPORTUNITY: IT SUPPORT TECHNICIAN NOTTINGHAM FOREST FOOTBALL CLUB**

We are looking for an experienced IT Support Technician to join our team, providing support to our end-users across Nottingham Forest Football Club, with expert first and second level technical support to meet all our day-to-day end-user computing needs.

Reporting to the Head of Technology & Innovation, you will be based at the City Ground and the Training Ground and will work on all home Matchdays.

### **You will:**

- Troubleshoot desktop / laptop, hardware, software and network issues
- Escalate problems where necessary to your line manager and/or third-party suppliers.
- Undertake small to medium-sized IT change management projects as directed.
- Diagnose and resolve technical issues on your own and as part of a team
- Assist with troubleshooting and resolving infrastructure issues
- Provide support to users via telephone, email, desktide and remotely
- Log support requests and resolution, and keep documentation up to date
- Liaise with vendors and third-party suppliers
- Undertake daily checks on infrastructure and systems
- Support all home matchday events and operations

### **Essential Technical Skills:**

- Working knowledge of Microsoft Operating Systems (Windows 7/10), MS Server 2012-2016
- Good working knowledge of MS Azure, Office 365 & SharePoint
- Knowledge of on-prem MS Office 2010/2016
- Network & Infrastructure - LAN/WAN/WiFi, TCP/IP, DNS, DHCP, Active Directory
- Desktide Personal Computing - laptops, desktops and printers
- Good working knowledge of network printers - Xerox, Lexmark & HP
- CyberSecurity - Firewall, Antivirus, Endpoint Protection
- Apple iOS and Android operating systems and devices

### **Desirable Technical Skills:**

- Linux
- Switch Configuration (VLAN, Tagging, Trunking)
- Microsoft Dynamics NAV 2015
- Business Intelligence / Power BI
- SAGE Cloud Account & Payroll
- Electronic Point-of-Sale (EPoS) platforms - tills, printers & PDQs
- eCommerce software
- AVAYA VoIP Telephony / IPO Contact Centre

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**In addition, you will have:**

- A strong desire and focus on continuing improvement, striving to improve overall effectiveness and personal development
- Team player traits and motivation to achieve team goals
- Strong communication skills and the ability to engage non-technical users
- Excellent problem-solving skills
- Proven ability to work under pressure and with other people
- Strong time management and self-motivation skills
- Interest in keeping yourself up-to-date with current industry trends and emerging technologies and best practices.

**To Apply**

- Application is via CV with a one page covering letter to [jobs@nottinghamforest.co.uk](mailto:jobs@nottinghamforest.co.uk)
- Closing Date: 7 December 2018
- You may be asked to complete a software test as part of the selection process.

**EQUAL OPPORTUNITIES COMMITMENT**

Nottingham Forest Football Club is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of age, disability, gender, gender reassignment, marital / civil partnership status, pregnancy / maternity leave, race, religion/belief, sexual orientation, or any other legally protected characteristic.

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