



JOB OPPORTUNITY – IT TECHNICIAN

Reporting to the IT Manager, you will provide first and second line technical support across Nottingham Forest Football Club, supporting desktop, server, mobile device, networking, applications and hardware. Your duties will include:

- Troubleshooting desktop / laptop, hardware, software and network issues
- Escalating problems where necessary to management or third-party suppliers
- Undertaking small to medium-sized IT projects as instructed by the IT manager
- Diagnosing and resolving technical issues on your own and as part of a team
- Assisting with troubleshooting and resolving infrastructure issues
- Providing support to users via telephone, email, desktide and remote
- Logging support requests and resolution, keeping documentation up to date
- Liaising with 3rd parties and suppliers
- Undertaking daily checks on infrastructure and systems
- Ensuring that the Club is compliant with all hard and software licensing laws, adheres to legislative changes such as GDPR and that appropriate IT standards are in place.

You will be required to work on all home Match Days and other events, troubleshooting and supporting matchday operations.

You will have the following essential technical knowledge:

- Microsoft OS, Windows 7, 10, Server 2012/2016
- Microsoft Office 2010 -2016, Microsoft Office 365
- LAN/WAN/WiFi, TCP/IP, DNS, DHCP, Active Directory
- HP Hardware
- Xerox Printers
- Sophos/Avast Antivirus
- Apple iOS and Android

In addition, knowledge of the following is desirable:

- Linux
- Switch Configuration (VLAN, Tagging, Trunking)
- Microsoft Dynamics NAV
- Microsoft Dynamics CRM SharePoint
- Power BI
- Sage
- Epos
- eCommerce
- Avaya Voip





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You will:

- Have a proven track record and demonstrable experience of performing a first and second line IT Support supporting both desktop and remote workers across multiple sites
- Be focused on continuing improvement, striving to improve overall effectiveness and personal development
- Be an effective team player and motivated to achieve team goals
- Have strong communication skills and the ability to engage non-technical users
- Have excellent problem-solving skills
- Work effectively under pressure, and have strong time management skills
- Keep 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
- Closing Date: 4 May 2018

EQUAL OPPORTUNITIES

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 / being on maternity leave, race, religion/belief, sexual orientation, or any other legally protected characteristic.

