



Job Title	IT Support Assistant
Department	Engineering
Department Size	30+ (Engineer) – 3 of whom are in IT
Reports to	IT Support Manager
Direct Reports	NA
Working hours and pattern	40 hr week - 5 of 7 days, with a necessity to be available for on call duties.
Location of role	Office based
Will this role qualify for tronc or bonus?	Performance Bonus

Purpose of this role

The purpose of this role is to assist with the smooth and efficient operation of IT systems across the Estate. Working closely with the IT Support Manager, The role encompasses a full range of IT Support duties, where you will liaise closely with all departments to help ensure 24/7 operational continuity across the estate. This is a hands-on, customer-facing technical role supporting front-of-house, back-of-house, retail, spa, ecommerce and estate operations. You will play a key part in maintaining business-critical systems where uptime, responsiveness, and discretion are essential.

Responsibilities

- Provide 1st/2nd Line Support for hospitality-critical systems
- Troubleshoot and maintain:
 - Property Management Systems (PMS)
 - Point of Sale (POS) systems across restaurants and retail
 - Payment Terminals
 - Telephony systems
 - Security Systems- Paxton/Akuvox Access Control
- Support estate-wide guest-facing technology, across our exhibits and hotel rooms
- Set up & Support Windows Desktops, Laptops, and Apple Devices
- Administer Microsoft 365 accounts, permissions, shared drives and VPN access
- Configure Printers and POS peripherals
- Assist with LAN and Wi-Fi troubleshooting across multiple estate buildings
- Support CCTV and integrated security systems
- Assist with fire alarm/security interface systems (in coordination with contractors)
- Log, track, and resolve tickets via the IT call logging system, within SLA agreements
- Prioritise incidents impacting revenue, guest experience, or safety
- Escalate complex issues appropriately while maintaining communication with management
- Support onboarding and offboarding processes
- Maintain accurate and detailed system documentation



Characteristics needed for this role

- Problem solver
- Organised multitasker
- Self-starter
- Resourceful.
- Detail-oriented
- Strong communicator
- Personable and supportive

Skills and experience needed for this role

- Previous experience in IT support, ideally within hospitality, retail, or multi-site environments
- Relevant IT Qualification/s
- Knowledge of DHCP/DNS/Active Directory
- Proven experience of Windows OS, Mac OS and Microsoft 365 Packages
- Strong working knowledge of Security Applications ie Net2/Akuvox
- Strong working knowledge of supporting POS systems and Payment solutions (Oracle Symphony/EMC/Opera Cloud)
- Understanding of local area networks (LAN), Wi-Fi, and basic network troubleshooting
- Excellent interpersonal skills and ability to communicate with non-technical colleagues
- Ability to prioritise issues in a live operational environment
- Experience in a fast-paced role
- Able to balance multiple priorities to maintain excellent service
- Detail orientated

Skills and experience desired for this role

- Experience delivering user training/onboarding
- Knowledge of Ruckus Switching/Access points

Qualifications needed for this role

- Qualification in IT (At least Level 3/A Level or equivalent)

Qualifications desired for this role

- NA

Department Description

The Engineering Department looks after the Companies assets (Buildings, IT Infrastructure, Mechanical plant, and Vehicles), conducting scheduled checks and preventive maintenance in all areas of the estate. Engineering also respond to guest requests should they have issues and to colleague requests from across the estate.