



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?	Yes

Purpose of this role

The purpose of this role is to ensure the smooth and efficient operation of IT systems across the Estate, enabling every department—and every person—to do their best work. Acting as the first point of contact for IT support, you'll play a key role in keeping our technology running reliably for team members, visitors, and guests alike.

Responsibilities

1. Resolve end user issues logged through our call logging system such as Microsoft Office, printer setup, VPN and shared drive access.
2. Work closely with the IT Support Manager with hands on troubleshooting of Point of Sale, Credit Card, Music, Telephone, Fire Alarm and CCTV challenges.
3. Setup and manage new user requests.
4. Install and Configure hardware and software.

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

1. Minimum of 2 years prior experience in an IT support environment
2. Good knowledge of Microsoft Office and Windows Operating Systems
3. Hands on knowledge of local area network management
4. Good interpersonal skills



Skills and experience desired for this role
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| <ol style="list-style-type: none">1. Knowledge of hospitality IT systems an advantage including Sage, Micros2. Experience of Cloud based architecture3. Servicing and repair of PCs and laptops |
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Qualifications needed for this role
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| <ul style="list-style-type: none">• Qualification in IT or relevant industry |
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Qualifications desired for this role

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| <ul style="list-style-type: none">• NA |
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Department Description

<p>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.</p>
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