



JOB DESCRIPTION

JOB INFORMATION	
Job Title:	IT Technician
Department:	IT Department
Contract type	Permanent
Salary	TBC
Site:	SWFC Stadium and Training Ground
Working Hours:	35 hours per week, Plus home Games.
POSITION IN THE ORGANISATION	
Reports to:	IT Supervisor
OVERALL PURPOSE OF JOB	
<p>As an IT Technician you will be part of a new small but hard-working team whose goal is to keep all operations running smoothly, supporting users working both on site and remotely. This role will make use of your knowledge and expertise of Microsoft Office 365, Windows server support, network troubleshooting and your keen eye for problem-solving and dedication to getting to the root cause of an issue.</p> <p>With your input into the new changes, it is essential that you are able to share your knowledge and break down technical jargon into more simple terms. This will include keeping on top of documentation for an ever-increasing knowledge base and sharing this with the wider team.</p> <p>The position will also support the Club's matchday ICT operations and our wider interests in IT and technology.</p>	
GENERAL DESCRIPTION – TASK RELATED	
<ul style="list-style-type: none">• To contribute in identifying and undertaking initiatives aimed at improving the efficiency and effectiveness of service delivery.• To contribute to a fully integrated service in order to provide a good customer service.• Maintain and develop appropriate electronic systems, working practices for the benefit of the service.• To work with and support other team members as required to ensure effective and efficient service is developed and delivered.• Maintaining the asset register and accounting for the location of equipment within the organisation• Carrying out software updates and patches to servers and workstations• Answering telephone calls and email support requests from end users• Maintaining the server backups• Equipment and software installations• To support and maintain the business infrastructure.• To oversee and directly engage the user providing all levels of desktop support within the business.• To Liaise with SWFC/SWFCCP departments regarding infrastructure requirement repairs and maintenance.• To assist and take control of project planning and delivery where required. Where applicable ensures projects are delivered on time and within budget.• Ensure the organisation meets relevant standards and legal requirements relating to the operation of computer equipment including data storage, extranet data and exchange and software licencing.	

Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: www.swfc.co.uk

Registered in England No. 02509978



- To plan, develop, maintain a secure and reliable networking environment to meet the current and future needs of the organisation.
- Support the purchasing of all software, hardware and other IT supplies.
- Maintain the telephone system where required.
- Adhere to SWFC policies and procedures, including the implementation of the Clubs Safeguarding procedures and reporting concerns.
- To deliver a diverse culture that supports fairness in line with the Clubs values and behaviours and best practice.
- Any other reasonable requests as directed by your Line Manager and Board.
- To promote a professional image of the Club and themselves at all times.

QUALIFICATIONS:

Essential

- A Level in an ICT subject (or equivalent)
- 5 GCSEs A-C or equivalent

Desirable

- Recognised industry qualification (e.g., Cisco, Microsoft) - Desired

SKILLS & EXPERIENCE:

- Professional and confident manner
- Strong communication skills
- Previous experience in a helpdesk ticket support environment
- Networking experience around; VLANs, DHCP, DNS and Routing
- Windows Administration\ Office 365 Administration
- Meraki MDM
- Telephony\VOIP Management
- Exposure to\Experience of Video over IP and related technologies
- SonicWall firewall administration
- Veeam cloud backup and replication suite
- Eset protect (on-prem)
- Exposure to\Experience of Esports technology and support
- Any cisco\ubiquiti Wi-Fi system administration experience would also be advantageous.

Sheffield Wednesday Football Club (SWFC) is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. This post may be subject to a criminal record check or an enhanced DBS check.

SWFC is an Equal Opportunities and Disability Confident employer and welcomes applicants from all sectors of the community.

[A shortlist of suitable applicants will be completed shortly after the closing date and successful candidates will be contacted about the interview process.](#)

If you feel you have all the qualities and experience, please complete the application form and send your CV to vacancies@swfc.co.uk

Closing Date: 10th February 2024

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