



JOB DESCRIPTION

JOB INFORMATION	
Job Title:	Senior 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:	The Board
Responsible for:	IT Department
OVERALL PURPOSE OF JOB	
<p>The Senior IT Technician will provide day-to-day first to third line support for Sheffield Wednesday Football Club's ICT Infrastructure across the main stadium and training ground, as well as project work as necessary where improvements and developments within the business require ICT input. 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.	

Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: www.swfc.co.uk

Registered in England No. 02509978



- 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.
- To plan, develop, maintain a secure and reliable networking environment to meet the current and future needs of the organisation.
- Manage the purchasing of all software, hardware and other IT supplies.
- Manage, develop, maintain and upgrade the telephone system where required. Control the use of cost of mobile telephony.
- 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 Vales and behaviours and best practice.
- 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
- Degree in ICT or Computer Science (or equivalent)
- Management qualification - Desired

SKILLS & EXPERIENCE:

- Professional and confident manner
- Strong communication skills
- Previous experience in a helpdesk or desk-side support environment
- Previous experience in team leadership and management
- Good organisational skills and time management
- Able to prioritise workloads.
- Experience working with AV equipment - Desired.
- Telecoms and Networks experience, specifically with LAN, WAN and Wi-Fi
- Previous experience with periodic key events, i.e., Owls in the Park

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: 30th September 2023

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