



Aberdeen Football Club Job Description

Name:	
Job Title:	IT Support Analyst
Line Manager:	Head of IT & Digital
Line Manager for:	N/A
Date Started:	
Overall Purpose of Job:	
To provide high quality first-line technical support to end users on various issues relating to a range of in-house equipment, systems, cloud solutions and software. To proactively identify and resolve issues to help shape and improve IT service. To provide support and be involved in various IT projects. To provide systems support on matchdays.	
Main Responsibilities/Description of Duties:	
<p>Technical Support</p> <ul style="list-style-type: none"> • Provides first line technical support to all users on systems/services including but not limited to: <ul style="list-style-type: none"> ○ Hardware/devices: desktops, laptops, servers, phones, desk phones, conference devices, franking machine, printers and photocopiers ○ Software: MS365, Windows 11, macOS Catalina and above, Windows Server 2016 and above, standard desktop applications, specialist applications and mobile applications ○ Network: cabling, patching, routers, switches, wireless access points and VPN • Manages the IT helpdesk system by organising, planning, and prioritising IT support and project tickets. • Supports the client hardware and server infrastructure including setup, maintenance, patching, troubleshooting, upgrades, backups and restores. <p>Operations</p> <ul style="list-style-type: none"> • Contributes to policies, processes and procedures and builds the IT knowledgebase. • Orders IT equipment and supplies from approved suppliers and vendors. • Manages allocation of end-user IT equipment and keeps the asset register up-to-date and accurate. • Manages the allocation of SIM cards and mobile devices to club mobile phone holders. • Responsible for the new start process, ensuring new starts are equipped with the necessary equipment, technology and services to perform their role. Delivers IT inductions to new starts. • Responsible for the leavers process, ensuring leavers equipment is returned and access to club services and data are removed in a timely fashion. • Provides advice and guidance to end-users on cyber security, data protection, and company policies. • Helps end-users get the best out of the in-house business systems by working with them to understand their requirements and delivering the best possible solution in each case. <p>Matchday</p> <ul style="list-style-type: none"> • Performs pre-match testing/checks and supports key matchday systems such as access control, ticketing, EPOS and digital signage. • Liaise and communicate with the Turnstile Manager, Supervisors and Assistants to ensure a smooth operation of fan access. 	



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Other

- Actively committed to own development by keeping up-to-date with latest technology and industry events.
- Represents the IT team and club in a professional manner with both internal and external stakeholders and by doing so reflecting the club values and personality.
- Undertakes any other duties that may reasonably be required.

Please note that this job description is not designed to cover a comprehensive list of activities, duties or responsibilities that are required of the employee for this role. The duties and responsibilities may change within reason at any time with or without notice to suit the needs of the Club.

Person Specification: Experience/Qualifications/Training/Personal Qualities

Essential:

- Minimum 2 years IT support experience **or** university degree in an IT/computing related subject.
- Technical knowledge in client operating systems, standard desktop applications and mobile applications.
- Analytical and troubleshooting skills.
- Ability to work in a logical and methodical manner and follow instructions accurately.
- A can-do attitude, self-motivated and willingness to learn and develop new skills.
- Great attention to detail.
- Ability to communicate technical information to non-technical users in a manner they understand.
- Able to work independently and as part of a team.
- Approachable and helpful by nature
- Driving Licence.

Desirable:

- Microsoft Certified Professional (MCP)
- Customer service/IT service delivery experience.
- Proficiency in Microsoft Cloud technologies.

Signed by Employee:

Signed by Line Manager:

Date:

Date: