

Job Description & Person Specification

Job title	Junior IT Support Technician (ref JunIT001)
Reports to	IT Manager
Location	Head Office, with travel to sites
Salary	LED 3-5 £16,398 – £18,134 per annum
Hours	37 hours per week with the requirement to undertake out of hours responsibilities on a rota basis.

About LED Community Leisure

LED Community Leisure is a registered charity and a community benefit society. With over 15,000 members across 16 sites, we offer a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd and was established to undertake trading on a commercial footing raising funds for the parent charity. The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

Our Vision & Values

Our Vision: To be the community leisure provider of choice

Our Values:

- Opportunities We will provide enjoyable, active, healthy & enriching opportunities that are inclusive to all members of our community.
- Our Customers We will work with our customers to continuously improve our service, facilities & activities.
- Our Team We will empower and invest in our team to meet customer and business needs.
- Sustainability We will work with all stakeholders to ensure business and environmental sustainability.

Job purpose

To provide IT services and support in a timely, valued and effective manner to all LED staff and customers in order to meet their IT needs. To provide project support to the IT Manager as required.

Key responsibilities

IT Support

1. Provide 1st and 2nd line support for all users via phone, email, portal and in person.
2. Provide support for various hardware and software products.
3. Provide support for user account administration.
4. Assist with problem management.
5. Assist with change control management.
6. Setting up and maintaining user accounts and profiles.
7. Maintaining the point of sale systems and underlying business rules.

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General IT Administration

1. Assist with user management such as creating new users, moves and changes.
2. Create and maintain user and technical documentation.
3. Assist with the deployment and maintenance of hardware and software, licensing, data protection and upgrades.
4. Assist with proactively monitoring the IT platform.
5. Assist with network and security management.
6. Provide user training to both individuals and groups.

Project Support

1. Supporting the manager in developing and deploying new systems, evaluating alternatives, documentation, management and testing to ensure applications are fit for deployment. You may form part of a larger team supporting the business to deploy a solution.

Essential Skills and Qualifications

- A foundation IT qualification is preferred (e.g. CompTIA A+, MCP), but not essential.
- An understanding of how IT systems inter-operate
- The ability to quickly understand how applications work and can be configured
- The ability to work methodically and calmly, even under pressure.
- Experience in managing assets
- The ability to demonstrate good attention to detail in the role
- The ability to establish strong and positive relationships with colleagues at all levels.
- Any previous experience with membership and/or booking systems an advantage.

All employees have the following activities included in their job descriptions;

- Support and promote LED's 'Vision and Values', leading by example.
- Contribute to reports for Trustees, EMT and partner working groups to consider issues relating to LED.
- Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.
- Support EMT in ensuring LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.
- Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.
- Act as an ambassador for LED.
- Attend meetings as required during working hours, or with a minimum of 24 hours' notice for out of hour's meetings.
- Comply with LED's Constitution, policies and procedures.
- Perform any other relevant activities, commensurate with the grading of the post, as required by your Manager.