

BLLENHEIM

JOB DESCRIPTION

Job Title: Junior IT Support Engineer
Department: IT
Reports to: IT & Systems Manager
Staff reporting to this post: None

Summary of role: You will be employed as Junior IT Support Engineer at Blenheim Palace, with responsibility for key business system support across Blenheim including Pye Homes. This is a diverse role including (but not limited to) the items listed below. The task set below represents our most informed opening view of the scope of the job. It provides a useful outline of the likely nature of the tasks and responsibilities, and we would expect this to be amended from time to time as the role develops.

There are no formal qualifications required but a knowledge of basic PC use/wi-fi would be an advantage. You will be interested in keeping abreast of the latest tech and excited to know how it works. We will provide training on the job and you will work as part of a team shadowing more experienced members of staff.

You will work closely with the IT team to provide day to day operational support, respond to Helpdesk requests and work on planned activities. As part of a shared IT resource pool, it is vital that you flag up to the IT & Systems Manager if overall workloads become unmanageable or not achievable. This role will involve occasional weekend working where necessary to support events for which time off in lieu will be given.

There will be times when you may be required to undertake additional tasks, duties and responsibilities within your capabilities and may be asked to transfer to an alternative job. Where this is agreed on a permanent basis it will be confirmed to you in writing. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or are outside the range of your normal skills and experience

Tasks & Responsibilities:

- Proactively review and action helpdesk tickets including escalation to a manager or 3rd parties where necessary
- User management on both Microsoft Active Directory and Office 365 environments including groups
- Provision and support of IT equipment to end users including assisting them in its use
- Undertaking project work where required for any of the wider IT team
- Specific tasks relating to ticketing platforms, providing support and resilience to the Application Support Analyst.
 - Maintenance of hardware linked to key systems e.g tills (fixed and mobile) and all ancillary equipment in terms of both software and hardware
 - Daily provision and maintenance of ePOS kit, ensuring it is always issued in good working order (i.e. fully charged etc)

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- Support for the related systems used by the annual pass team including tills, cameras and our cloud-based platform
- Deploying fixed and mobile tills for various events

- Undertaking daily housekeeping and monitoring tasks to ensure the IT operation is running smoothly and any issues are identified and raised in the helpdesk system as soon as possible e.g network monitoring, system availability etc
- Supporting the user base across Blenheim and Pye with day to day queries and issues
- Provision of technical support to the Operations team during events

Skills & Knowledge:

- Excellent written and verbal communication skills.
- Strong IT management, analysis and problem solving skills
- Good understanding of Service Level Agreements and a commitment to delivering services to a high standard
- Ability to work as part of a team
- Ability to work as part of a team with a particular attention to task delivery, accuracy, detail and user compliance

Person Specification:

- Training & presenting skills
- Honesty, reliability and commitment
- Smart appearance & happy disposition
- A flexible approach to working hours, including event/weekend working
- Comfortable working at height and confined spaces
- High customer service awareness
- A positive and 'can do' attitude
- A willingness to learn new skills and proactively assist the team in making improvements
- Full Driving licence required