JOB DESCRIPTION –
Group IT Support Officer

If this role sounds like the perfect opportunity for you then please submit your CV and Covering Letter to our Group IT Systems Manager, Scott at sbryars@continuumattractions.com

Please note that we expect all candidates to be able to work weekends and to have a full valid UK Driving License.

PURPOSE OF THE JOB

Working as part of a team to support the delivery of memorable and enjoyable experiences for all guests. Provide 1st/2nd line IT support for our attractions and support office.

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team.

- Take pride and responsibility in the appearance of the office.

- Ensure the colleague support is delivered to the very highest standards.

- Attend all training sessions and team meetings as required.

- Ensure that all policies and procedures are adhered to

- Identify any suggestions for improvement to enhance the guest experience or colleague support.

- Troubleshoot and manage support tickets submitted to the IT Team.

- Assist in the maintenance of various ICT services (through installation, upgrades and troubleshooting), including;
  - Group PCs, servers and peripherals
    - Windows 10 & 11 Operating systems
    - Windows Server 2016 – 2022
  - Local and wide area networked connections and inter-site VPN connectivity
    - HPE Aruba, Ubiquiti Unifi and Netgear network switches and WiFi
    - PFSense firewalls
  - Microsoft 365 cloud suite
    - Entra
    - Exchange
    - Teams
    - Defender
  - Users through active directory
  - File security, permissions and backup
  - Anti-virus protection and firewall software
  - Hardware and software audits including documentation

- Ensure maximum availability of computer systems

- Act as a first point of contact for attraction technical and AV enquiries

- Provide effective support of our booking & leisure system (FuseMetrix)

- Communicate effectively with colleagues to help evaluate and identify ICT needs & train accordingly

- Work towards OKR's and personal development blueprint.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

- Full valid UK Driving License
- Availability to work weekends