

## **JOB DESCRIPTION – GROUP SYSTEMS SUPPORT ADMINISTRATOR**

If you have a keen eye for detail and think this is the perfect opportunity for you please submit your CV and Covering Letter to our Group IT Systems Manager; [sbryars@continuumattractions.com](mailto:sbryars@continuumattractions.com)

### **PURPOSE OF THE JOB**

As a member of the group IT & Systems department, you will be one of the 1st support contact points for the Group's data systems. You will be supporting users onsite and remotely across the Group. You will provide 1st line support for the Group's central data systems which include EPOS, Bookings, Stock control, Memberships and CRM. Liaising with 3rd parties, escalating faults as necessary whilst updating and maintaining support tickets via the Helpdesk.

### **KEY ACCOUNTABILITIES**

- Ensure that professional support for your colleagues is delivered to the very highest standards.
- Ensure the FuseMetrix booking systems for each attraction are adequately administered, maintained and supported, for the purposes of selling tickets for all attractions and any related events and products throughout the year, at the correct prices, making general and ad hoc adjustments as necessary.
- Troubleshoot FuseMetrix user issues from initial presentation to resolution using existing I.T. ticketing system, telephone and email, and by liaising with 3rd party support teams to ensure speedy response.
- Communicate effectively with team, providing training and offering support to team members across the Group whenever necessary.
- Coordinate the creation and presentation of user training manuals for all FuseMetrix modules, ensuring the documentation is relevant and up-to-date.
- Help ensure maximum availability of data systems and any third-party API integrations, taking responsibility for maintaining the accounts and resolving any related issues.
- Undertake any Fusemetrix related administration and/or maintenance as necessary.
- Understand and use system features and functionality in order to maximise efficiency and profitability across the Group.
- Create and manage FuseMetrix user accounts, assigning relevant security levels according to company policies.
- Assist with FuseMetrix installations and upgrades, and support any related hardware or software issues, keeping site operational disruption to a minimum.
- Participate in project work and development opportunities as required.

- Attend all training sessions and team meetings as required.
- Ensure that all policies and procedures are adhered to.
- Be flexible in your approach to work, especially relating to working weekends and evenings as required
- Work towards OKR's and personal development blueprint.
- Identify any suggestions for improvement to enhance the guest experience or colleague support.
- 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.

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