JOB SPECIFICATION

Role: I.T. Technical Support

Reporting To: Operations Director, The Parkside Group Ltd

Job Specification:
 Responsible for the support of all I.T. and business systems within the group.
Research and development of new technology.
Systems analysis and design, including developing existing technology and implementation of new technologies.
Staff I.T. / CRM training
1st level hardware and software support to all departments.
Manage support calls placed with our support companies
Design and development of the Parkside Group Intranet and related content.
Design and development of Parkside Group Literature and documentation.
Sourcing / Ordering I.T. equipment, peripherals & consumables. Ensuring timely delivery of items ordered.
Organisation of the Sage CRM 'Super Users group' to include the timely production of meeting minutes.
Working knowledge of the following programs;

- Microsoft SQL
- Microsoft Windows Server Operating Systems
- Microsoft Desktop/Laptop Operating Systems
- VMWare
- McAfee

Scope:
 General support of all Parkside Group I.T. and business systems.
Support of all reporting functions within The Parkside Group.
Assisting with the day-to-day running of the I.T. Department and I.T. related systems.
Ensure all the responsibilities are met within the Job specification
Provide support and assistance to the IT / Operations Director

Key Performance Indicators:

Optimum performance of I.T. and business systems.
To achieve maximum up-time service possible on all systems.
All support calls resolved quickly
To achieve excellent levels of service and support to all departments
Compliance of Parkside Group I.T. and business systems to legal, fiscal, employment and environmental obligations.