



**\*\*\*CLOSING DATE 22.01.16\*\*\***

## **JOB SPECIFICATION**

### **Job Role: I.T. Technical Support**

### **Reporting To – Operations Director, The Parkside Group Limited**

### **Role Description:**

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

1<sup>st</sup> 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.

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