

## Job Description

### 2nd Line – Technical Analyst

<b>Position:</b> 2nd Line – Technical Analyst	<b>Department:</b> Technology Department	<b>Reporting to:</b> Group IT & AV Technical Manager
<b>Salary:</b> circa £28,000	<b>Contract:</b> Permanent	<b>Hours per week:</b> 37.5 (5 out of 7) plus on call on a rota basis.

**Job purpose:** The 2nd Line Technical Analyst will provide support to users by investigating and resolving technology issues. The 2nd Line Technical Analyst will support the technical resolution of all escalated issues. They will be required to take an active/lead role in Stadium planning and supporting desktop technology, servers, and applications.

The role has a substantial hands-on content dealing with a huge diversity of technologies from MS Stack servers to desktops to giant screens to Microwave data networks, 5G and CCTV. It will include working at height, working outside normal business hours to support major events and Football matches. Based at the stadium, the team supports 5 locations within Milton Keynes including the National Bowl, so some travel will be expected.

**Role Competencies:**

**Planning Timescales:**

- Creating and maintaining documentations such as installation guides and FAQs.
- Preparation and support of IT & AV events run by the IT team for the stadium clients

**Decision Making:**

- To be able to problem solve and decide on the best solution to meet customer needs.
- To be able make decisions within remit when required to by a service user
- To be able to make a decision as to when to escalate

**Impact & Influence:**

- Facilitate teamwork by documenting and sharing of best practices.

**Skill Level:**

- Investigate and resolve problems for Users and systems including
 

Windows Servers & Applications	Desktops & Printers
PDQ Payment devices	VLAN Networking
Mac Books	CCTV
IPTV	Audio Visual
- Contribute to our SharePoint knowledge base.
- Have a working knowledge of Cyber Threats and counter measures around the desktop environment.
- Manage the hybrid Active Directory-O365 structure, E-mail users and Group Policies to ensure user information is optimal and Security policies are applied.
- Manage Anti-virus monitoring to help ensure best protection
- Monitor 3<sup>rd</sup> party suppliers against their SLAs and escalate when out of tolerance.
- An advantage would be working knowledge of the following: Halo – helpdesk: CCTV camera technology: Papercut, Ruckus, Meraki, WIFI technology: Office 365 message management: Avedia/Vitec IPTV systems: Mitel telephone systems and programming: Virtual Machine Administration: Scripting: and server builds. AV knowledge around virtual and hybrid meetings, mixers and general audio technology.

**Communication:**

- Meet customer expectations by managing a support help desk function to meet agreed SLAs
- Liaise with external supporting vendors.
- To ensure manager is updated with high impact problems.

**Budget Management:**

- Be able to manage budgetary constraints within own remit of role.

**Lead & Develop:**

- Support and mentor 1<sup>st</sup> Line support to help resolve more complex issues.

**Operating Parameters:**

- Adhere to and contribute to Technology Policy.

**Essential & Desirable Job Criteria:**

- Proven track record in a 1<sup>st</sup> level or 2<sup>nd</sup> Level Help Desk role and looking to develop further in a 2<sup>nd</sup> level line role (E)
- Deep working knowledge of helpdesk principles (E)
- Maintaining an effective helpdesk system (E)
- Report and analyse helpdesk tickets to identify trends (E)
- To work with technical manager and HOD by advising on process/technical changes to improve performance of the Technology team. (D)
- To ensure that equality, diversity, and inclusion is maintained and developed across all programmes and areas of the business. (E)
- Operation and support of Windows desktops for Win10, Win11 and O365 (E)
- Basic knowledge of Networking including managed switches and Firewalls (E)
- Experience of installing and administration of O365 including Outlook (E)
- Able to produce clear and concise documentation (E)
- Strong communications skills (E)
- Bachelor's degree in Computer Science or a related field (D)
- Operation and support of Mac Power Book and similar Apple products (D)
- Experience working with Powershell (D)
- Operating and support of Windows Server 2012R2 onwards, Linux (D)
- AV knowledge (D)
- IPAF accreditation (D)

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

**Equality & Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: