



IT Engineer

Department: Operations

Reporting to: Head of Finance & HR

Contract: Permanent

Location: Your place of work will be between Farleigh House and The Rec. Remote working is available when appropriately in line with duties.

MAIN PURPOSE

- To provide technical support in the delivery of IT across the Club in partnership with multiple MSP's.
- To setup and provide technical support on matchdays.
- To manage IT strategy and security across our portfolio of services. Maintaining and improving infrastructure across physical and cyber estates.
- To develop and improve on current business practices utilising available tools to simplify and automate workflows.
- To manage relationships with our MSP's, ensuring service levels and value are optimal as trends change and develop.

ROLE AND RESPONSIBILITIES

- Support and troubleshoot technical infrastructure during match day delivery, including Big Screen, AV, LAN and Wi-Fi, iOS till solution and applications.
- Maintaining and developing all internal systems and assisting colleagues in varying capacities from a technical standpoint when required.
- Support end users and devices in conjunction with our Managed Service Providers.
- Developing skills internally including cyber security awareness and efficiency with operation of business systems.
- Maintain and update accurate asset tracking and network documentation.
- Plus any other duties that may reasonably be required by Management.

REQUIRED SKILLS

- Minimum 3 – 5 years proven experience in a similar role, managing IT estates and various stakeholders such as MSP's.
- Strong Microsoft 365 skills including:
 - User and Exchange online management
 - Endpoint Manager for windows device management
 - SharePoint Online
 - Teams
- Experience supporting Windows 10 and Mac OS.
- Good experience with Networking. Preferably experience with Cisco Meraki and Ubiquiti infrastructure.



DESIRED SKILLS

- Experience with the following components of Microsoft365
 - Flow / Power Automate
 - Security and Compliance
 - Azure IAAS
 - Auto Pilot
- PCI DSS scanning and remediation
- Experience managing projects as well as Research and implementation of new solutions to suit identified business needs.
- Familiarity with VOIP Telephony (Mitel)
- QNAP administration
- Endpoint manager MDM for iOS and OSX management
- Incident management experience, preferably with cyber security issues

WHAT YOU WILL BRING TO THE TEAM

- A self-starter, capable of managing their own time, tasks and priorities. Able to plan ahead and report efficiently to management.
- Effective communicator both with technical stakeholders and non-technical. Able to translate technical detail to digestible information.
- Keen eye for creating procedures and documentation.
- A genuine, approachable team player.
- Enjoys a challenge, has a desire to optimise, innovate and automate. Utilising available tools and packages to improve business operations. Offering assistance and ideas across all aspects of the business.
- Able to make quick decisions and prioritise effectively.

BATH RUGBY VALUES

Can-Do, if it can be done

- We do everything we possibly can, in line with the ambition and aims of the club
- We do it on time and to the best standard
- We are known for being dependable
- We don't promise things we can't achieve
- We talk '*Above the Line*' at all times

Care

- We are proud of what we do
- We feel an emotional connection with the club and want to be part of its success
- We have integrity and do the 'right' thing
- We respect and look after our colleagues

Relentless to Improve

- We steal others' great ideas with pride
- We break the boundaries
- We learn and develop to become experts in our field
- We teach, role model and develop our colleagues



Tight as a Team

- We are tight and have each other's backs
- We support each other in their jobs
- We are considerate of the challenges others face
- We collaborate, communicate, and socialise with other departments

HEALTH AND SAFETY

- To comply at all times with the Health & Safety regulations and safe working practices in accordance with current legislation and as detailed in the Company's Health & Safety Policy and Procedures.
- To comply at all times with the General Data Protection Regulations in accordance with current legislation and as details in the Company's Privacy Policy.

It should be noted that the job description may be changed from time to time as the business or department develops. Such changes will, however, be discussed with you.

Signed – Job Holder: Zoe Tyler

Signed – Immediate Manager: Jen Crossey

Date: 12/08/2022

BENEFITS

									
Cycle to Work Scheme	Excellent Gym Facilities	Staff Lunch*	Health Cash Plan	Qualified Mental Health First Aiders	Free Kit	Complimentary Tickets	Enhanced Maternity, Paternity & Adoption Provision	Local Discount	25 days + Bank Holidays

**subject to date and kitchen staff availability/schedule*