

Role Profile

Role title:	IT Helpdesk Administrator
Reports to:	Head of IT
Location:	Chester Office – There may be some requirements for travel as part of the role i.e. project meetings. This may involve an overnight stay (expected to be less than 5 days per year).
Working Pattern:	The team cover 8 – 6 as a team Monday to Thursday and 9 – 5 on a Friday. This is worked over shifts established amongst the team. Due to the nature of the role there is an element of out of hours work required (weekends, Bank Holidays and evenings), in order to support the business appropriately. You will receive overtime/time in lieu for weekend/Bank Holiday days worked.

An opportunity to join a small experienced IT team and to provide IT support to Admiral's staff. We have a people focused culture and our values are core to the way we work. We are based in new offices with a dedicated IT build area.

Role Purpose

You will be the primary contact to log IT support calls, and where possible you will provide end-user support to resolve issues or escalate them to the other members of the team where appropriate.

This is a hands-on role in a small department where you will ensure day-to-day security of IT systems alongside taking responsibility for configuring, installing and monitoring systems across all departmental areas including Application Support and User/Hardware Support. Support is available as needed. You will need to be proactive to ensure that you are able to juggle dealing with support issues and meeting various time frames required.

You will be expected to liaise with staff at all levels and be comfortable demonstrating systems at all levels also. Some interaction may also be required with 3rd party suppliers/support companies as part of this role.

Admiral is looking to grow its infrastructure and adopt new technologies in the future and you will be adaptable to building your skillset to the new environment, typically learning from other team members or from online resources when appropriate.

Key Accountabilities

Hardware Support

- (PCs/Laptops/Servers/Mobile Phones/Desk Phones)

Operating System Support

- Windows 10
- Windows server 2012 and above.
- Android
- iOS

Application Support (in priority)

- Office 365
- MS Excel
- Active Directory
- MS Remote Desktop Services
- SharePoint
- Office 365
- Active Directory

- Mitel 3300 Administration
- Powershell
- MS Access
- SQL Server
- MS Dynamics NAV
- MS Dynamics CRM

Desirable Skills

- IT Helpdesk experience is not a mandatory - It is more important that you can demonstrate good analytical and problem-solving skills.
- Any Microsoft certification such as MCP, MCSA, MCSD or MCSE would be advantageous.

Person Specification

- Excellent interpersonal and communication skills. You will be expected to liaise with all members of staff. There will also be some interaction with external parties such as suppliers/support companies as required.
- An ability to be autonomous but also team orientated and willing to support and help others.
- Calm under pressure and ability to prioritise and manage expectations accordingly.
- A willingness to embrace and adapt to new technologies and changing business needs. If you have experience of working with different systems this would be beneficial.
- Highly driven and committed with excellent planning and organisation skills.
- A natural problem solver.
- Although not essential, pub Industry knowledge is an advantage.

Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time



Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.