

**Job title:** IT Technical Support Analyst

**Department:** IT and Logistics

**Reporting Line:** Head of IT

### Job Purpose

This role will require a bright and enthusiastic individual who can help to maintain the efficient operation of the Head Office, Warehouse, Retail and Direct IT functions, including implementation and support of cost-effective solutions, policies and procedures. You will need to be flexible and able to work within a shifted environment at peak.

### Job Requirement

One year of support experience in a business environment, preferably within the retail sector.

### Responsibilities

1. Crisis manage issues relating to the stores, warehouses, web or head office.
2. Provide technical assistance and training to all internal computer system users including the store teams ensuring support calls are accurately logged and given the appropriate priority.
3. Develop training materials and procedures.
4. Oversee the daily performance of our computer systems and servers.
5. Monitor system performance, backups, available resources (disk space/memory) for key network server equipment.
6. Configure, build and test hardware (servers, workstations, till and EPOS equipment) for use across the enterprise as required.
7. Manage out-of-hours support services for the business.
8. Maintain record of problems and remedial action taken, and installation activities. Be responsible for estate-wide asset register of computer equipment.
9. Analyse user needs and recommend appropriate hardware and software.
10. Act as interface to 3<sup>rd</sup> party support companies regarding in-store hardware and EPOS solutions.

### Values

- Demonstrates the Company's values in behaviour.
- Seeks to build trust in relationships through these values.

**Care** Demonstrating care and respect towards colleagues.

**Fairness** To be unprejudiced in dealing with others.

**Enthusiasm** To be positive in carrying out work.

**Loyalty** To show commitment to everyone in The Entertainer

**Honesty** Telling the truth.

**Outstanding Service** Aiming for quality and excellence in serving the stores.



## Skills

1. Excellent customer service skills and experience of working in a service orientated environment
2. Specific computer systems knowledge relating to Microsoft operating systems (Windows workstation and server systems).
3. Microsoft business packages (MS Office - various versions, Openoffice). Expected area of expertise to include installation/configuration and use of packages to intermediate level.
4. Ability to effectively prioritise and execute tasks under pressure. Able to identify the business impact of support calls and to prioritise and escalate as appropriate.

## Preferred

- Some knowledge and experience of retail/EPOS systems
- Microsoft certification (MCP, MCSE)
- IBM iSeries operating experience
- Working knowledge of Symantec Backup Exec
- Help Desk Management tools

## Competencies

1. mad about toys. Enthusiastic about the brand and our ranges.
2. Fun: Naturally outgoing and positive
3. **Articulate:** Able to communicate clear instructions in order to achieve results
4. **Thinking and Problem Solving** - Understands and analyses both simple and complex issues, identifies creative and innovative approaches to opportunities and challenges.
5. **Technical Acumen** – Demonstrates an understanding of technologies that are applicable to the retail environment and can provide potential benefits to business
6. **Accountable.** Able to give account and take responsibility for actions, is open and non-defensive towards feedback.
7. **Flexibility.** Is flexible to adopt methods and judgments in light of change and new goals. Deals effectively with the unpredictable and uncertain.
8. **Team player** – Understand the priorities for IT and the wider business and demonstrate within the context of all actions.
9. **Self Motivated:** Self driven and able to work effectively without supervision

