Job Description
3rd Line – Technical Analyst

Position: 3rd Line – Technical Analyst	**Department**: Technology Department	**Reporting to**: IT Technical Manager
Salary: £	**Contract:** Permanent	**Hours per week:** 37.5 (5 out of 7) plus on call on a rota basis.

Job purpose: The 3rd Line Technical Analyst will provide 3rd line support to users by investigating and resolving technology issues which have been escalated by the 1st Line Help Desk Analyst. The 3rd Line Technical Analyst will own the technical resolution of all escalated issues. Will be required to take an active/lead role in Stadium planning and supporting desktop technology, servers and applications.
The role will include working outside normal business hours to support major events and Football matches.

Role Competencies:

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

Decision Making:

Impact and Influence:
- Facilitate teamwork by documenting and sharing of best practices.

Skill Level:
- Investigate and resolve problems for Users and systems including

Windows Servers and Applications	Desktops and Printers
PDQ	VLAN Networking
Mac Books	CCTV

- Manage 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 Powershell Scripts to drive efficiency around AD and GPO (training will be given as required)
- Manage Anti-virus monitoring to help ensure best protection
- Monitor 3rd party suppliers against their SLAs and escalate when out of tolerance.
- Working knowledge of the following: Halo – helpdesk: CCTV camera technology: Papercut, Ruckus, Meraki, WIFI technology: Office 365 message management: Avedia 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:

Lead and Develop:
- Support and mentor 1st Line support to help resolve more complex issues.

Operating Parameters:
- Adhere to and contribute to Technology Policy.

Essential and Desirable Job Criteria:

- Proven track record in a 2nd Level Help Desk role and looking to develop into a 3rd 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. (E)
- 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 from Win10 and MS Office (E)
- Working knowledge of Networking including managed switches and Firewalls (E)
- Experience of installing and administration of Office 2010, 2016 and 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)

Competency Total:

Level