Aberdeen Football Club
Job Description

Name: TBC
Job Title: IT Support Apprentice
Line Manager: IT Manager
Line Manager for: N/A
Date Started: TBC

Overall Purpose of Job: (Narrative)

To provide first-line technical support to end users on various issues relating to a range of in house equipment, systems, cloud solutions and software. To provide support and be involved in various IT projects. To provide systems support on matchdays.

Main Responsibilities/Description of Duties: (Bullet Points)

To provide first line technical support to all users, including but not limited to the following:

- **Hardware**: server infrastructure, network switches and routers, desktops, laptops (including Macs), mobile technology, printers, photocopiers, fax machine, franking machine
- **Software**: Microsoft Office, Adobe Creative Cloud, Sun Systems, BACS payment system, Tower Lottery system, DDMS direct debit system, People Inc, SportsCode, Sports Office, Catapult, Activio, CCTV and Building Access Control systems
- **Telecoms**: Mitel phone system (PBX), automatic call management system, EE contract management, fixed telephone lines (PSTN, ISDN2 and SIP)
- **Networking**: HPE Aruba switches, Ubiquiti and Cisco routers, VLAN configuration, HPE Aruba access points, patching and cable management

To support the desktop infrastructure including maintenance, troubleshooting and upgrades.

To support the Microsoft Office 365 cloud solution including but not limited to Exchange, Skype for Business, SharePoint, Office subscription management and Azure AD.

To provide support for the retail ePOS (PCS), ticketing (SeatGeek SRO4) and matchday access control system (Fortress).

As this is an apprentice/trainee role, full training will be provided in all of the above technologies. Training will be provided both in house and by attending externally provided training courses. Access to an online learning platform for self-learning will also be provided.

Person Specification - Experience/Qualifications/Training/Personal Qualities

**Essential:**
- Good technical ability
- A can-do attitude, self-motivated and willingness to learn and develop new skills
- Ability to work in a logical and methodical manner and follow instructions accurately
- Approachable and helpful by nature
- Able to work independently and as part of a team
- Excellent communicator

**Desirable:**
- Driving Licence
- Previous work experience in an IT department or similar
- NAT 5 in Computing Science or Administration and IT

Signed by Employee: [Signature]
Signed by Line Manager: [Signature]
Date: [Date]

IT Support Apprentice Job Description – June 2018