

Job description & person specification

Employer:	The British Mountaineering Council
Job Title:	IT Support Assistant
Duration:	Permanent
Remuneration:	£22,000 per annum, as well as excellent benefits including generous holiday allowance and company pension, (healthcare and life insurance after qualifying period)
Hours of work:	9.00 am to 5.00 pm, Monday to Friday (35-hour week), although the BMC does operate a flexi time system between the hours of 8.00 am to 6.00 pm and is trialling hybrid working
Reporting to:	IT & Database Manager
Location:	BMC, 177-179 Burton Road, West Didsbury, Manchester, M20 2BB
Direct Reports:	None

IT Support Assistant

Since 1944 the BMC has been the national body for climbers, hill walkers and mountaineers in England and Wales. The organisation has 85,000 members, over 35 staff and a nationwide network of volunteers. Through GB Climbing, we are also the National Governing Body for sport climbing and are at an exciting time as we develop the infrastructure of our elite performance programme and the inclusion of sport climbing as an Olympic sport confirmed until LA28.

Job Outline

The purpose of this role is to provide 2nd Tier technical support, guidance and advice to staff and volunteers across the organisation on hardware, software and associated peripherals; and to take ownership of user's problems or faults, diagnose and resolve the issue to the user's satisfaction, either remotely or physically. The ideal candidate will have experience in administration of core services; antivirus, backups, OCS, Exchange, SCCM, SCSM and other services.

It is an exciting time to get involved with the digital transformation work taking place at the BMC and support delivery of multiple products and services. The post holder will need to enjoy working in an informal and busy environment, supporting the organisation to deliver BMC objectives.

Specific work areas

- Logging, prioritising and resolving tickets in a timely and courteous manner.
- Providing hardware and software support, remotely and in-person.
- Installing and maintaining hardware and software.
- Day-to-day maintenance of user accounts across AD.
- Supporting wired and wireless networks and troubleshooting connection issues.

- Supporting a wide range of Microsoft products.
- Any other such work the organisation may ask you to undertake from time to time.

The IT & Database Manager shall be the line manager for this role and is directly answerable to the Chief Commercial Officer (CCO).

Skills & Person Specification	Essential / Desirable
Great fault-finding and problem-solving skills	Essential
Windows 10 and Microsoft Office skills	Essential
Familiarity with maintaining Endpoint security / Antivirus	Essential
Basic networking, TCP/IP, DHCP, DNS and VPN	Essential
Ability to communicate effectively with all members of staff at all levels	Essential
A conscientious, proactive and positive approach	Essential
<i>A knowledge and passion for the outdoors, ideally climbing, walking or mountaineering</i>	<i>Desirable</i>
<i>Knowledge of the general data protection regulation and its application in a customer focussed environment</i>	<i>Desirable</i>
<i>Minimum of 1-2 years' experience in a similar role</i>	<i>Desirable</i>
<i>Previous experience of maintaining Windows Server, AD & Group policies</i>	<i>Desirable</i>
<i>An understanding of SQL server</i>	<i>Desirable</i>
<i>An understanding of LAMP & IIS solutions</i>	<i>Desirable</i>
<i>Familiar with cloud hosted solutions; Azure & AWS</i>	<i>Desirable</i>
<i>Working within an e-commerce/online retail environment</i>	<i>Desirable</i>

May 2022

As a representative organisation, working across England and Wales, we welcome those who can read and speak the Welsh language.