



**Job Title:** IT Support Technician  
**Reporting to:** IT Support Manager

**PRINCIPAL PURPOSE OF ROLE:**

To provide technical support to requests from users and guests at Bluestone within any defined or implied SLAs. To perform regular maintenance and upgrades of hardware or software as required. To carry out any projects or parts of projects assigned to you or the IT team.

**KEY RESPONSIBILITIES:** (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

**General:**

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)
- You may be required to carry out other tasks within your Department and within other Departments which naturally fall within the reasonable expectations of the post.

**Specific:**

- Initial contact for user and guest IT support, primarily through the IT helpdesk
- Primary physical presence for IT support and installations of IT equipment
- Responsible for routine PC, phone, printer, switch, router, access point, software, system and similar configuration and implementations
- Responsible for user set up and configuration
- Contacts and oversees the work of external parties who perform contracted IT work for the company as specified by the IT manager.

- Utilises your knowledge of PCs and Networking to set up IT for special events – such as conferences and corporate clients
- Troubleshoot network, systems and software problems using a methodical and logical approach. Primary response for troubleshooting level 1 and level 2 issues
- Provide on call cover for IT support on a rota basis with the IT Systems Administrator
- All reasonable duties requested by the IT Manager or IT Systems Administrator
- Other duties that may be required for the general operation of the resort and business
- Ability to work some extended hours, even over night in the rare circumstances this may be necessary.
- Maintaining and updating the IT knowledgebase covering all aspects of the IT systems and software
- Ensure that all work is carried out efficiently and effectively at all times.
- Ensure that the IT policy and guidance is followed by all users in the company and to escalate any breaches immediately to your line manager
- Take on your fair share of responsibility to ensure jobs are evenly and effectively shared amongst your colleagues in the same role.

**Other duties:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the post and/or as detailed in the

**EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:**

**Essential:**

- Is experienced with configuring and troubleshooting Windows Active Directory Networks (2003-2012) and network servers
- Is used to configuring and troubleshooting Microsoft Exchange/Outlook (2003-2010)
- Has a good understanding of network technologies such as TCP/IP, VLANs, Routing, Firewalls, Switching, WiFi, etc
- Is experienced with configuring and troubleshooting Windows PCs in a Active Directory Network environment
- Is experienced with using Microsoft Office products and a range of other desktop products
- Has excellent and clearly legible oral and written English
- Is up to date with current technologies and has an appetite to learn about new systems
- A university Computing related degree or Industry standard Microsoft or similar

qualification

**Desirable:**

- Has knowledge of Oracle databases
- Has knowledge of Hospitality/Hotel systems (preferably the Micros Fidelio range)
- Has knowledge of Allied Telesis networking hardware
- Has experience with Mitel IP phone systems
- Has experience using and troubleshooting VMware virtualised environments
- Has hands-on experience at data cabling including termination
- Has multi-platform experience – Windows, Linux and Mac as well as command line configuration

**PERSONAL ATTRIBUTES /  
COMPETENCIES REQUIRED FOR POST HOLDER**

- Positive “can-do” attitude.
- Attention to detail
- Willingness to learn and take on board new skills
- Clear understanding of customer service environment with an awareness of your impact on the customer experience
- Flexible, committed and punctual
- Able to stay calm and friendly whilst under pressure in a busy environment
- Keen to contribute to the development of the Bluestone’s IT Policy
- This is a hands-on physical role which requires someone of average physical ability and dexterity. There may be some walking (of distances up to 2Km), climbing of ladders, crouching, access of roof spaces and similar
- The role requires a person of outgoing character with very good interpersonal skills and the ability to speak clearly adjusting their language to the intended audience
- Applications are welcome from any age or gender
- Works well in a team, working harmoniously with colleagues but can also carry out work autonomously
- Works well under pressure
- Uses initiative and has strong logical problem solving skills
- Is completely reliable, honest and trustworthy