

JOB DESCRIPTION – GROUP IT & SYSTEMS OFFICER

To apply for this role please send your cv and covering letter to
recruitment@continuumattractions.com

PURPOSE OF THE JOB

As a member of the group IT & Systems department, you will be one of the 1st support contact points for the Group's IT & data systems. You will be supporting users onsite and remotely across the Group, providing effective technical support of the IT suite and systems.

KEY ACCOUNTABILITIES

- Ensure that professional support for your colleagues, across our portfolio of visitor attractions, is delivered to the very highest standards
- Assist in the maintenance of various ICT services (through installation, upgrades and troubleshooting), including;
 - Group PCs, servers, EPOS tills and peripherals
 - Windows 10 & 11 Operating systems
 - Windows Server 2016 – 2022
 - Local and wide area networked connections and inter-site VPN connectivity
 - HPE Aruba, Ubiquiti Unifi and Netgear network switches and WiFi
 - PFSense firewalls
 - Microsoft 365 cloud suite
 - Entra
 - Exchange
 - Teams
 - Defender
 - Users through active directory
 - File security, permissions and backup
 - Anti-virus protection and firewall software
 - Hardware and software audits including documentation
- Assist with the administration, maintenance and support for the FuseMetrix booking system, for the purposes of selling tickets for all attractions and any related events and products throughout the year, at the correct prices, making general and ad hoc adjustments as necessary.
- Assist with the administration of payment systems including processing of refunds.
- Assist with system upgrades and developments as required.
- Support the creation and presentation of relevant training materials.
- Ensure documentation is kept relevant and up-to-date.

- Participate in project work and development opportunities as required.
- Attend all training sessions and team meetings as required.
- Ensure that all policies and procedures are adhered to.
- Be flexible in your approach to work, especially relating to working weekends and evenings as required
- Work towards objectives and personal development blueprint.
- Identify any suggestions for improvement to enhance the guest experience or colleague support.
- Observe and report immediately any incidents, which may affect the health and safety of other team.
- Take pride and responsibility in the appearance of the office.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

- Full valid UK Driving License
- Availability to visits sites across the UK
- Availability to work weekends