

Job Description

Job Title: IT Services Coordinator

Reporting To: IT Services Manager

Location: Central London, W1

Position Type: Full-Time, Fixed Term Contract to September 2020

Remuneration: c£30k, plus benefits

About the British Olympic Association:

The British Olympic Association's (BOA) Vision is to 'Unite and Inspire the nation through the power of Olympic Sport' and its Mission is to ensure Team GB are 'the best supported team in Olympic competition'. The BOA's primary role and purpose is to;

Select, lead, and manage Team GB at Olympic and Olympic Winter Games and all International Olympic Committee (IOC) and European Olympic Committees (EOC) accredited events such as Youth Games, Youth Festivals, and the European Games; and

Develop the Olympic Movement and promote the principles and values of Olympism, in our territory of responsibility.

The BOA is independent and privately funded. The success of our mission is entirely dependent upon the income we receive from our commercial programmes including but not limited to sponsorship, fundraising, licensing, and events. The BOA is the UK National Olympic Committee and the strong, independent voice for British Olympic Sport responsible for promoting the Olympic Movement throughout the UK.

Overview of Role:

The role of IT Services Coordinator will provide critical support to the IT Services Manager in maintaining the IT environment for c.60 users on a day to day basis and provide input and expertise to bring new technologies to the organisation as required.

At Games Time the IT function at the BOA is responsible for providing a working environment for Team GB operations in the host city of the Games, often across multiple venues.

While not guaranteed, some overseas travel may be required that could include the set up of Games Time IT infrastructure.

Key Responsibilities:

- Providing 1st/2nd line IT support for end-users both face-to-face and remotely, logging requests and resolutions and detecting trends
- Supporting the IT Services Manager and wider organisation with planning and delivering a seamless office move (scheduled to take place April 2019 within London, W1)
- Assist with planning and implementing IT infrastructure and support for Tokyo 2020 Olympic Games alongside Minsk 2019 European Games and all other Olympic events as required
- Ensuring the stability and integrity of IT and telephony services for the BOA
- Manage updates for user and system hardware
- Maintain corporate data backups
- Establishing and maintaining suitable IT policies, procedures and supporting documentation
- Help cultivate a culture that is mindful of data security and compliance

- Assist with induction of new joiners to the organisation including familiarisation with operational procedures
- Providing ad-hoc training for all staff and research further external training requirements as necessary
- Managing relationships with third party suppliers through SLA's and contracts
- Providing support with AV and technical requirements for meetings for both internal and external delegates
- Take ownership of specific projects as assigned by the IT Services Manager

Key relationships and team:

- This role involves a high level of liaison with all BOA staff
- Liaison with National Governing Body Team Leaders as required
- Communication with venue property managers and IT suppliers when necessary

Candidate specification:

| Essential | Desirable |
|--|--|
| <p>Skills: Active Directory Windows Server 2012 w/ Hyper-V Office 365 and Azure administration SCCM 2012 Veeam administration Excellent Microsoft Office suite skills</p> <p>Experience: Minimum of 2 years in equivalent IT support role Supporting users across multiple venues</p> <p>Qualifications: Recent Microsoft Certification</p> <p>Personal Attributes: Hard working, reliable, adaptable Ability to work on own initiative and to prioritise tasks to meet targets and deadlines. Strong communication and interpersonal skills Excellent logic and fault finding skills Adept at problem solving Confident using initiative under pressure Great attention to detail Positive team player Passionate about Team GB</p> | <p>Skills: Sophos UTM InTune EMS SharePoint Cisco UCM</p> <p>Experience: Olympic Games and/or Multi-games experience</p> <p>Qualifications: Full UK driving license Experience driving overseas</p> |