

Review Date:	August 2024
Reports to:	Finance & Resource Director
Responsible for:	No direct reports
Principally relates to:	Operations Director, Facilities Manager, Head of Visitor Services, Visitor Services Managers, Finance & Resource Director, Marketing & Development Director, Experience & Content Director, External IT Support
Purpose of the role:	To provide in-house IT systems support and liaise with external IT support to provide Eureka! with effective IT systems and management information.

Main Responsibilities:

Functions:

- Be the first port of call for all ICT issues, working with third party support until they are resolved.
- Plan and organise any work schedules with the management team and external IT support.
- Alongside external IT support and liaising with the management team, have primary responsibility for the management of the ICT hardware and software systems, including management of the network and providing advice on future planning.
- In collaboration with the management team, be responsible for the maintenance of the visitor management, CRM and finance systems throughout the charity and provide advice on future developments/ updates.
- Ensure all software updates and patches are applied within agreed timescales.
- Working closely with the SLT, identify current software and hardware challenges and provide expert advice in proposals for solutions.

Specific:

- Liaising with the external IT support provider, create and manage specifications for all IT hardware and software
- Liaising with suppliers to provide the most cost-effective solutions for software and hardware.
- Providing proposals to the Finance & Resource director for any upgrades or additional purchases to software or hardware as required.
- Take responsibility for IT inventory and advising on stock levels as appropriate
- Reallocating IT inventory as required
- Work within health & safety guidelines and advise on any appropriate health & safety concerns for IT
- Working with the external IT support provider take responsibility for data and systems security including management of the equipment in the server room, management of any back up information and checking logs, reporting further where appropriate.
- Organise and undertake appropriate training for all staff in the operation and use of all systems and software.
- Produce risk assessments, user manuals and training documents as appropriate
- Keep up to date with IT and data legislation, including any government guidance which may affect the Charity and advise relevant parties as appropriate.

Other:

- Occasional weekend and bank holiday work when required
- Travel to the Eureka! Science + Discovery site at Seacombe as required.
- A member of the Charity's IT Operations group, initiating and managing change as appropriate
- Any other duties that may be reasonably expected of an IT Assistant

Requirements:

- Industry recognised qualification OR GCSEs in Maths and Science Grades 9 – 7 (A* - C) or equivalent
- A minimum of two years' experience
- A hands-on approach and be willing to learn
- Ability to work under pressure
- Excellent interpersonal skills and the ability to communicate at all levels without the use of jargon
- Good analytical skills
- Highly organised
- Strong service attitude
- Commitment to quality standards

Technical Requirements:

- Knowledge & experience of the following:
 - Windows 10 operating system - upgrading to Windows 11 in due course
 - Windows office 365 and Azure
 - Windows office 365 Exchange Online
 - SharePoint
 - Cloud storage systems
 - Back up technologies
 - CRM terminologies
 - Firewalls, routers and switches
 - Microsoft Defender for Endpoint and other security related products
 - Visitor Management / Ticketing Software (ideally Access Gamma)
 - EPOS systems
 - Web design and graphic design software.