

Premier Business Audio Ltd  
Job Description Form

**Job Description**

Job Title:	IT Systems Manager
Department/Location:	Laverstoke, Hampshire RG28 7PF
Reports to:	IT Manager initially, but from January 2017, this role will report into the CEO
Company Profile:  Premier CX is a fast-growing, award-winning creative agency, dedicated to enhancing customer experience for Contact Centres and with an unrivaled customer base across the globe, including many of the world's leading brands. View the video at <a href="http://www.premiercx.co.uk">www.premiercx.co.uk</a> .	
Opportunity	<p>If you're looking for an exciting and diverse role and you're ambitious and want to get lots of great experience working for an award winning company, we want to hear from you!</p> <p>In anticipation of the current IT Manager leaving the Company in early 2017 to follow a new career, we are looking for a candidate who has the potential to take over the IT Manager role.</p> <p>You'll be involved in all aspects of technical support, both internally, and also providing technical support for our remote based units so if you enjoying interacting with internal and external customers we'd love to hear from you!</p> <p>Are you passionate about the development of new products and systems to meet customer and internal business demands, with the aim of improving efficiency then we'd love to hear how!</p>
Salary Range:	£26k-£30k depending on experience
Hours of work:	Monday to Friday 9am to 5.30pm (plus provision of out of hours support – see below)

## Primary Responsibilities

<p>IT Support:</p> <ul style="list-style-type: none"> <li>• Providing support to Head Office including hardware and software troubleshooting across PCs (the majority of which are Windows, with a few acs across the estate), local servers, cloud-based servers, modems, firewalls, mobile phones, projectors, printers etc.</li> <li>• Ensuring security of internal systems at all times, with up-to-date anti-virus and security policies documented and audited</li> <li>• Management and maintenance of the company's password database to ensure all passwords for third party services are current</li> <li>• Ensuring that all the company's IT systems and servers operate smoothly</li> <li>• Mending/procuring of computers</li> <li>• Procuring and support of software (e.g. Microsoft 365)</li> <li>• Management of broadband connections</li> <li>• Management of telephone systems, VPNs</li> </ul>	<p>Customer Support</p> <ul style="list-style-type: none"> <li>• Pre-sales and second line technical support and training on Premier solutions to both internal staff and customers for Premier's IT based solutions, especially Call-caddy.com, FreedomMusic.com, PromptVoice.com, VoiceStudio.co.uk and other solutions provided to customers</li> <li>• Responding to automatic alerts generated by our customer solutions</li> <li>• Analyse data and stats to review performance of our solutions in the field</li> <li>• Provision of out of hours telephone support to customers with urgent issues</li> <li>• Field visits as required, to customer sites to resolve technical issues that can't be resolved over the telephone</li> </ul>
<p>Product Development</p> <ul style="list-style-type: none"> <li>• Assisting with the scoping of functional specifications for new technology based propositions</li> <li>• Working with Supplier/Developers to develop and beta test solutions</li> </ul>	<p>CRM Development</p> <ul style="list-style-type: none"> <li>• Assisting with the ongoing enhancement and support of our bespoke Filemaker-based CRM system (working with external consultants).</li> <li>• Proactively seeking opportunities to make the business more efficient through the use of IT</li> </ul>
<p>People Management</p> <ul style="list-style-type: none"> <li>• Recruitment, coaching and day to day line management of part-time Apprentice</li> </ul>	<p>Other</p> <ul style="list-style-type: none"> <li>• Undertake any other tasks reasonably requested</li> </ul>

## Personal Specification

	Essential	Desirable
<b>Qualifications &amp; Training</b>	BTEC Level 3 in Computer Science or IT (Or A level equivalent).	HND or Degree in Computer Science or IT, MCSA.
<b>Experience</b>	Experience with Databases, Programming, Networking and System Administration.	3 years' experience in IT industry, with exposure to a wide variety of branches with IT.
<b>Qualities and Attitude</b>	Excellent organization skills Excellent time management skills Good communicator Self motivated with the ability to work to tight deadlines Flexibility to work outside normal business hours as required to resolve operational IT problems and perform tasks that can only be done outside working hours without disruption of the business.	Good business awareness Experience of commercial negotiation People management.
<b>Product Knowledge</b>	Windows SBS Active Directory DNS DHCP Web Servers	Watch Guard Firewalls FileMaker SSL and site to site VPNs

### Prepared by

Name:	Anthony Buxton	Signature:		Date:	Aug 2016
Title and/or Department:	CEO				