



Role Profile

Senior Technical Support Engineer

Role Reports To: IT Support and Infrastructure Manager

Role Purpose:

The role covers all areas of IT services across multiple sites including matchday support and out of hours/weekends. This role will require direct daily interaction with members of staff from all areas of the Club.

Main Responsibilities and Accountabilities

- To provide staff and clients with server support, ensure that all internal IT helpdesk requests are actioned
- Managing help desk ticket lifecycles to a high standard
- Mobile phone activations, configuration, and maintenance
- Structured cabling systems/patching (Cat5e/Cat6/Fiber)
- Maintaining all IT documentation to a high standard.
- Procurement of new equipment including working with suppliers to generate quotes and managing purchase orders.
- Configuring and managing Cisco switches (VLAN's, port configurations)
- Configuring and managing firewalls (Fortinet in particular)
- Configuring and managing Meraki WiFi environment
- Configuring and managing Active Directory
- Configuring and managing Microsoft Server 2012/16/19
- Configuring and managing Microsoft 365 including Azure AD, Exchange, SharePoint, Teams
- Configuring and managing core infrastructure services such as DNS/DHCP/VPN etc
- Configuring and managing virtualization environments (VMWare 6/7 in particular)
- Configuring and managing SAN/NAS environments
- Deploying, maintaining and troubleshooting computer hardware and software for both Windows and Macs
- Managing a Mitel 3300 Flex telephony environment including desktop phones, client-side softphones etc
- Any other reasonable duties and responsibilities which your manager or another senior officer of the Club asks you to perform.

Key Skills & Experience

- Experienced working in a busy helpdesk/support environment and managing support tickets
- Proven experience in a similar Senior Technical Support Engineer role
- Excellent problem-solving skills
- Good communication skills and a tack to work with non-technical users
- Professional and courteous desktide manner.
- Ability to multitask
- Has the ability to listen effectively, to diagnose users' problems and find an appropriate solutions.
- Ability to work under own initiative.
- A good understanding of L2/L3 networking including VLANs, DHCP, NAT, Routing etc
- Proficiency with configuring and managing firewalls
- Proficiency with configuring and managing VMWare VSphere (ESXi, VCenter)
- Proficiency with configuring and managing NAS/SANs
- Experienced in managing and troubleshooting Active Directory including group policy, OU's etc

- Experienced in building and maintaining servers (virtual and physical)
- Ability in building and troubleshooting desktops (Windows and OS X)
- Ability in working with Apple software and equipment (iPhones, MacBooks etc)
- Experienced in security analysis including vulnerabilities and troubleshooting logs etc
- Experienced in managing and troubleshooting M365/O365 and related services such as Azure, Device Management
- Work flexible hours as the Club requires, this will include matchday working evenings and weekends
- A full UK driving license is essential

Disclosure and Barring Service Check Requirement

- This role will be subject to an Enhanced DBS

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