Job Vacancy Information Pack

Post: ICT Support Technician

Job Reference: EX571 (please quote on application form)

This pack contains all the information you need to know when applying for a vacancy at Yorkshire Wildlife Park, included in the sections below:

1. Important Information
   - Useful information about the recruitment process, equal opportunities, company & departmental information.
2. How to apply
   - Accepted methods of application and how to submit.
3. Application form
   - Yorkshire Wildlife Park encourages green practices. Please reduce your ecological footprint by completing the form electronically and returning via email.
4. Job Description
   - A breakdown of the vacancy and what is expected from the successful applicant.
5. Job and Person Specification
   - A list of essential and desirable criteria for the post.

Important Information

The Organisation

Thank you for your interest in our advertised vacancy. Since its opening in 2009, Yorkshire Wildlife Park has evolved to become the UK's number 1 on-foot safari. We feature walkthrough exhibits that take the guest directly into the world of the animals. A dynamic centre for conservation and welfare, the park currently has around 400 animals across 70 different species. We aim to provide a quality, value for money experience that excites and inspires our guests.

Equal Opportunities

Yorkshire Wildlife Park is committed to equal opportunities in all aspects of recruitment and employment.
Job descriptions and person specifications define the qualification, experience and other skills required for the post and will only include those factors which are necessary and justifiable on objective criteria for the satisfactory performance of the job.

As part of our commitment to equal opportunities we are monitoring job applications for equality purposes. To help us in our endeavours we ask you to complete an equal opportunities monitoring form at the end of the job application form. The equal opportunities monitoring form will be detached from your application form, stored separately and used solely to provide statistics for monitoring purposes.

Yorkshire Wildlife Park's Mission Statement

To create a dynamic, interactive experience and regional centre of excellence for the conservation of biodiversity globally and locally that is sustainable both for the environment and the business. To promote a wider understanding of the natural world and inspire generations to support and protect the world around them.

ICT Department at Yorkshire Wildlife Park

The ICT Department is a small and busy team providing day to day support to all departments within the business, as well as to visitors of the park. The team provide support during all opening hours which are extended during events. Alongside support, the department has several small to large projects running at any time which require ICT input and guidance. This is a good opportunity to learn many aspects of ICT in an expanding and exciting time for Yorkshire Wildlife Park.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees on the basis of their suitability for the vacancy.

An application form allows us to compare individuals based on the same criteria and as such we do not accept a CV unless it is accompanied by a fully completed application form.

Shortlisting

To ensure that the people we employ are matched to the role and our business aims, we operate a robust shortlisting procedure which involves a two-stage interview process. Candidates should ensure before they apply for a position with YWP, that as a minimum they meet the essential criteria outlined in the person specification and are available to attend interviews on the dates outlined on the job specification.

Due to the volume of applications we receive, it is our policy not to inform candidates who have not been shortlisted to interview stage. If you do not hear from us within one month of the closing date, we will have decided not to take your application any further.

Pre- employment Checks

All offers of employment are made subject to the following criteria:

Proof of eligibility to work in the UK and two satisfactory references.

How to Apply

All applicants are required to fully complete the YWP application form in order to be considered for any vacancy. You should refer to the person specification when completing Section 5 of the application form as this is the criteria we use to measure you against.

Complete application forms should be returned to the HR Department by midnight of the closing date specified. Late applications will not be accepted under any circumstance.

Yorkshire Wildlife Park promotes green practices, please support us in our endeavours by completing the application form electronically and returning via email.

A CV can be used as a supportive document to the application form but cannot be used to replace any part of the application form. Applicants who have used their CV to replace parts of the application form will have their application rejected.

Complete application forms should be returned to the HR Department via email to

recruitment@yorkshirewildlifepark.com

Application Form

The YWP application form is available to download from the vacancies page of our website in pdf and word format.

Job Description

Job Title: ICT Support Technician

Reporting to: ICT Team Leader

Department: ICT

Primary Responsibilities

> To provide second line support and assistance for all IT users and systems on site, in addition to the provision of support for new software and hardware implementations.

Key Work Objectives

- Adhere to ICT Standard Operating Procedures for all work undertaken.
- Provision of support for PC/laptop/printer/networking/telephone users.
- Support for Windows 10, MAC OSX & Microsoft Office 365 Enterprise.
- Provision of support for other software solutions used on the park.
- Support for EPOS/ticketing/tills/credit card machine systems and processes.
- Implementing and supporting new software solutions within the park.
- Ensure and promote GDPR and ICT compliance.
- Deliver and promote ICT communication, increasing awareness of ICT policies.
- Maintain the highest levels of security, privacy and confidentiality.
- Maintain a secure WEEE disposal system.
- Support and maintenance of CCTV infrastructure.
- Provision of second line support issues/escalations with IT suppliers.
- Planning and updating EPOS / Ticketing / Till Systems.
- Supporting and identifying IT compliance and data protection issues.
- Support and maintenance of server environments and virtual servers.
- Assist with the provision of IT projects.
- Maintain a clean and tidy office environment.

General

- Ensure the highest levels of professionalism, service and personal appearance at all times.
- To be responsible, along with other staff members, for compliance with health and safety regulations for staff and visitors.
- Undertake any other reasonable duties which may be requested of you by the management team.

Job Specification

Job Title: ICT Support Technician

Reporting to: ICT Team Leader

Working Hours: Basic of 40 hours per week scheduled in accordance with business requirements. To include evenings, weekends and bank holidays as required.

Salary: £23,080 gross, per annum

Contract: Permanent (subject to the successful completion of a probationary period)

Purpose of role: To provide second line support and assistance for all IT users and systems on site, in addition to provision of support for new software and hardware implementations.

Main Duties & Responsibilities:

- Provide second line IT support for all departments within the business.
- Implementing and supporting new software solutions within the park.
- Maintain the highest levels of security, privacy and confidentiality.

Candidate:

- Excellent time management and organisational skills.
- Confident working as part of a team or individually.
- Flexible with the ability to multi-task.

Start Date: As soon as possible

Closing date for applications: Sunday the 24th March 2024

Person Specification

Job Title: ICT Support Technician

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Previous experience working as part of a team	E
Previous experience working within a customer facing role	D
Previous experience working in an ICT Support/Technician Role	E
Previous experience using a helpdesk to triage support requests	D
Skills/ Abilities	
Excellent time management and organisational skills	E
Demonstrated commitment and enthusiasm	E
Must be confident working as part of a team or on your own	E
Problem solving skills with the ability to work under pressure to tight deadlines	E
Must be flexible and with the ability to multi-task	E
Knowledge	
Previously worked with EPOS and PDQ's	D
Experience of Microsoft 365 including SharePoint and OneDrive	D
Experience of general IT Networking, Patching and the use of VLANs	D
Experience of Aruba Switch Configuration and Management	D
Experience of Active Directory and Virtual Servers	D
Qualifications	
3 GCSE's at A-C grade or equivalent	D
Any form of accredited ICT Qualification	D