

Job Description

Job Title:	ICT Consultant
Department:	IT
Reports To:	Kay Fleet

From £25,000 upwards, dependant on age and experience

Overview of Role

Working from a mixture of home and office, you will be joining the IT team as an ICT Consultant. The IT team have wide ranging responsibilities and work closely with other teams to implement new customers and technologies.

The role of ICT Consultant requires an individual that can manage timelines, highlight risks, and provide status reports to the owner of a project. You will conduct business in an efficient and professional manner whilst managing day to day workload. Adhering to company procedures and guidelines, you will provide 1st and 2nd line support to our teams while also working closely with all departments involved in projects.

Key Areas of Responsibility

- Provide 1st and 2nd line support to users
- Control and maintain New Starters and Leavers processes in line with security requirements
- Work with the wider team with implementation of new products and applications
- Maintain telephony system
- Work with wider team to ensure Business Continuity and Disaster Recovery Plan is up to date
- Work with wider team to ensure compliance with Cyber Security standards
- Work with wider team to ensure implementations run smoothly
- Assist with and provide holiday cover for reporting and scripting as required

Skills/Experience

- Previous experience in an IT support role essential
- Knowledge of the Travel industry would be an advantage
- Team player, resilient and adaptable with the ability to remain calm and patient
- Ability to interact with ease and confidence, at all levels with strong communication skills
- Excellent organisational skills
- Proven attention to detail and quality standards
- Able to work independently and use own initiative to resolve problems and find a solution
- Highly organised, ability to plan, prioritise and multi-task under pressure
- Strong analytical skills
- Adept at using Microsoft office with advanced capabilities in Microsoft Excel
- Familiarity with producing reports in Power BI and a working knowledge of Crystal Reports
- Working knowledge of SQL and scripting languages would be an advantage
- Good written and telephone skills
- Strong understanding of the organisation's goals and objectives
- Good knowledge of applicable data privacy practices and laws

- Willingness and ability to learn

Behavioral Criteria

- Flexibility and adaptability
- Relationship building
- Ability to problem solve
- Diplomacy
- Positive attitude and ability to work using own initiative
- Ability to self-manage and prioritise deadlines
- Good written and telephone skills
- Flexibility
- A logical thinker with attention to detail
- A willingness to learn and improve
- Strong team player
- Good business acumen
- A “whatever it takes” attitude
- Strong communication skills