

ICT Support Analyst

Salary circa £29,000pa (depending on experience)

London based

The British Horseracing Authority is the single governing and regulatory body for British Horseracing which ensures the continuing integrity and successful development of the sport.

As a key member of the ICT team, your purpose will be to support and assist the management of the Information Communications Technology for the British Horseracing Authority, and other stakeholders including the supervision of outsourced services in line with service level agreements. Contributing to projects involving the design and implementation of hardware and software solutions and providing consultancy for managers on ICT based solutions in line with business strategies.

Duties will include; second and third line support for all employees and specific Racing Stakeholders, designing and constructing manuals for ICT related services, supervising the outsourced ICT support services, assisting the Human Resources team in identifying ICT training needs, administrating network services and databases whilst providing support and proactively assisting to improve the infrastructure.

In addition to demonstrable ICT support and administration experience, the successful candidate will have experience of working in a remote support environment using remote support tools, implementing and configuring a network infrastructure and network troubleshooting and ideally amending router/switch configurations. You will have also had experience in supervising and directing a small team.

Excellent communication and customer service skills will be paramount in this position. You will also need to be analytical and have strong problem solving skills, hold ICT skills to a professional level in Microsoft packages (Windows, Office) including administration skills in Microsoft Back Office products. The ability to keep to timescales will be essential as will a positive and courteous attitude. An interest in horseracing is desirable.

Desired qualifications include, MCP, MCSA, ITIL or equivalent.

To apply please send your CV, stating your current remuneration, with a covering letter to: The British Horseracing Authority, Human Resources Department, 75 High Holborn, London, WC1V 6LS or email:

recruitment@britishhorseracing.com

Closing date: 5th March 2010