**JOB TITLE**  
IT SUPPORT SPECIALIST

**JOB FAMILY**  
Finance & Administration

**PURPOSE**  
IT Support Specialist will be responsible for implementing and maintaining all aspects of WTTC technology. This includes daily support incidents, desktop and server troubleshooting, business continuity planning and execution, hardware/software installation and upgrades, new infrastructure build outs and relocations. The successful candidate will take the lead in data auditing, having a key role in continuous improvement programmes. The role will interface with stakeholders on a day-to-day basis, thus requiring the highest level of presentation, communication, professionalism and customer service.

**CONTEXT**  
Reports to Finance & Administration Director  
The role will be based in London – UK.

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<th>KEY ACTIVITIES</th>
<th>Key Responsibilities</th>
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| 1.             | • 1st line of contact with external IT Services Provider and taking responsibility for the relationship performance.  
• Liaise on a regular basis with the Finance & Administration Director to prioritise support, ensuring high levels of internal customer service are achieved.  
• Meet and exceed performance goals set by the Finance & Administration Director.  
• Identify and troubleshoot faults as they arise within WTTC, escalating to the Finance & Administration Director where necessary.  
• Liaise with stakeholders regarding new installations throughout WTTC, identifying areas of concern where appropriate.  
• Maintain records of hardware and software inventory.  
• Assist with maintaining information security through controlled hardware or software installation and staff education.  
• Position yourself as the ‘go to’ person for technical advice for the organisation.  
• Take a proactive role in data audit across the organisation.  
• Identify any potential areas for improvement within WTTC IT Systems.  
• Assist with the training of all new staff and contractors, making them aware of technical procedures within WTTC offices including Health and Safety requirements and remote working.  
• Ensure that the correct technical procedures are being followed by users within WTTC.  
• Participate in active knowledge sharing within the WTTC teams.  
• Make sure that network updates are carried out on a regular basis.  
• Carry out system backups across WTTC.  
• Ensure that systems are documented.  
• Maintain server/network data security & compliance.  
• 1st Line of IT Support for the Global Summit and Events (Physical Presence, Virtual, Hybrid).  
• Responsible for internal and external IT compliance and regulations matters -GDPR. |

**KNOWLEDGE & EXPERIENCE**  
• Proven experience in a similar Corporate IT Support role.  
• Proven overall IT experience.  
• MCSE qualification and/or related degrees.  
• Skilled in hardware performance monitoring, analysis and capacity planning.
| Strong knowledge of Enterprise Active Directory topologies and Exchange 2019 and office 365 systems. |
| Sales Force (CRM) knowledge. |
| Networking fundamentals and monitoring tools (SNMP and WMI monitoring). |
| Network and application security. Threat management gateway Email scanning technologies. |

**ADDITIONAL SKILLS**

- Experience with implementing new processes and following through with required disciplines.
- Excellent collaboration and communication/interpersonal skills.
- Driven towards continuous improvement.
- Strong customer service ethics and sense of urgency.
- Demonstrates and acts as a role model for the companies group values and behaviours.
- Quick turnaround on instructions or requests from senior management.
- Ability to perform well in team environments.
- Ability to remain calm and collected in pressure situations to allow constructive guidance to the team and also communicate effectively to stakeholders.
- Ability to deliver and coordinate projects within tight deadlines. General understanding of project management methodologies.
- Excellent problem-solving skills. Willingness to learn, explore new ideas and innovate.
- Excellent attention to detail. A proactive, flexible, and adaptable approach.
- Ability to work outside of standard working hours and weekends as and when required.
- AWS and data visualisation skills a bonus.