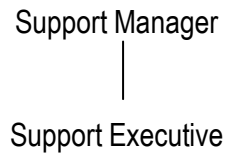




JOB DESCRIPTION

Job Title:	Systems Support Executive	Job Reference No.:	SYSPPPEXE
Company:	Ryman	Location:	Crewe Head Office
Department:	IT Department	Main Function:	IT Systems Support Service
Reports To: (Job Title):	Support Manager		

Organisation Chart:



Main Purpose of Job:

To provide second level IT support to store staff & systems as well as general support for office users.

Qualifications/Skills Required:

- Good knowledge and background in working with various versions of Microsoft Windows and Office suite
 - Good knowledge of networking especially TCP/IP
 - Background in building and repairing PCs is beneficial
 - Excellent customer service skills
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Key Performance Measures:

- 1) Contributing towards the departments achievement of SLAs and other support targets.
 - 2) Interpersonal skills will be exercised at a highly professional level so that the department's commitment to customer excellence will be upheld at all times.
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Specific Responsibilities and Activities:

- Providing technical support to the stores and Head Office users, usually via the telephone, remote access and email – this includes general office applications as well as our ERP System (Microsoft Navision)
- Provide desk/store side support as and when required which may require travel to stores and other office locations.
- You will be required to update, assign and take calls in the Company's logging/helpdesk system which have been registered by the Branch Liaison department.
- To liaise with external support services/service agents when a fault arises which cannot be resolved by the department's resources and to ensure the fastest restoration of service to users, keeping them fully informed of progress.
- To assist in the provision of user training and documentation to a high standard to ensure the successful implementation and on-going correct usage of systems.
- To provide and monitor responsive, efficient and effective support for all software and hardware installed in remote locations during all business operational hours.
- To carry out any other duties within the remit of the department.
- To install/ relocate computer equipment and build and repair Pcs and Epos equipment as required.
- There will be a rota of out of hours support which may be provided offsite (out of hours).