



# TRAVEL PLACES

(Travel Places, in association with American Express Global Business Travel)

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## IT Support Technician role at Travel Places

Sept 2024

### ABOUT THE JOB

As part of our growth plans Travel Places has an exciting opportunity for an IT Support Technician to join the team. The role will require you to work alongside the Senior Infrastructure Technician to provide high quality technical support to end users enabling the smooth running of the company. In addition, you will be maintaining the IT infrastructure as well as proactively improving services and systems ensuring a key focus on IT security. You will have excellent communication skills and the ability to work independently. Passion about travel and sports would be beneficial. As part of a small team, the role will be varied with the expectation of supporting projects across the business.

### OVERVIEW OF MAIN DUTIES AND RESPONSIBILITIES

- Monitor and maintain all aspects of the IT Infrastructure, including computer hardware, operating systems, applications and peripherals
- Installing updates on a regular basis on the servers & laptops.
- Creating & updating central IT support documents, including training documentation that can be understood by varying levels of IT competencies.
- The ability to work alongside the IT team to make changes as required to continually improve security
- To ensure policies are implemented, enforced, monitored and complied with to embed a culture which embraces Information Security, GDPR and data protection.
- To be able to work well using own initiative and have a flexible team spirited approach.
- Be passionate about supporting staff and offer IT advice and training to ensure staff are able to complete their job effectively including information security
- Scoping, planning and delivering projects as required.

### SKILLS AND EXPERIENCE

- 3-5 years of technical support experience.
- Proven experience in using Microsoft 365 Autopilot, Intune and Defender
- Microsoft 365 certifications preferred not essential
- Knowledge of industry best practices including PCI DSS and ISO 27001 preferred but not essential.
- Understanding of GDPR and data protection laws
- Understanding of IT security best practice

### ABOUT TRAVEL PLACES

We get people to places – managing group travel plans for sports teams, sponsors, spectators, press, schools and organisations. With over 40 years' experience, we've successfully managed travel plans for thousands of people each year – from athlete, media and entertainment travel for events such as Formula One™, the America's Cup and the FIFA World Cup, through to touring groups and production teams.

### WHAT WE OFFER

- Competitive salary
- Hybrid office / home working (Min 3days office/2 days home)
- Cycle to work scheme
- Group personal pension scheme



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- Company incentive scheme
- Staff social & wellbeing events
- Health Cashback benefit and Employee assistance programme

Salary: Dependent on Experience

Closing Date: 30 September 2024 (Although may close early if we receive enough quality candidates)

Hours: Mon – Fri 0900 – 1730 with occasional out of hours support.

Base location: Worthing, West Sussex. We offer hybrid working patterns but all candidates must be available to attend our offices in Worthing, West Sussex’.

Travel Places is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their gender, race, colour, disability, identity, neurodiversity, age, nationality, union affiliation, and religion.

Please only apply if you are eligible to work in the UK

If you are interested in this role, please email your CV to [beckyt@travelplaces.co.uk](mailto:beckyt@travelplaces.co.uk) with salary expectation

