

M A T C H E S

Job Description

Job Title: IT Assistant
Department: IT
Reporting to: IT Manager

Key Objective

To provide second line technical support and expertise to the business.

Main Duties & Responsibilities

- First point of contact for all users at Head Office and the stores
- Dealing with all calls to the IT team
- Answering 'how to' queries
- Trouble-shooting and fixing PC's, printers and other hardware
- Installing new hardware
- Installing software as necessary
- Any other duties as reasonably requested

Systems Used

- Windows 2000 & XP
- Windows networking
- In-house systems