



**Job Title** Senior Application Support Analyst  
**Reporting To** Head of IT  
**Department** IT  
**Position** Full Time inc. some evenings and weekends (event coverage), Initial 12 month contract (Please note that this is a contractor position)

Silverstone is the home of the British Grand Prix with an annual calendar of over 40 Events, Corporate and Retail Driving events and we have an opportunity for someone to join this exciting and unique business. The small but dynamic IT team is looking for a new team member to help oversee our main business applications including Ticketing and Event management software. You will be expected to help with the day-to-day support of users and the various events, which are run throughout the year.

**KEY RESPONSIBILITIES:**

- Provide first / second line support on our Business Critical Applications
- Oversee Helpdesk systems to organize and manage application support priorities
- Oversee Team members to ensure good time management and job completion
- Investigate and resolve application functionality related issues if required escalate to Department Heads
- Communicate and escalate issues to 3<sup>rd</sup> Parties to seek resolutions
- Oversee policy and procedures around Business applications to ensure up to date and accurate information
- Provide assistance to business users in the effective use of applications and information technology – develop tools and documents to provide instruction where required
- Provide Event Support to a number of high profile events
- Participate in IT Projects



- Keeping up to date with the latest technologies
- Support SCL users with day to day IT questions and problems

### **Knowledge / Skills / Experience Required**

- Ability to cope under pressure and prioritize workload to meet pre-agreed deadlines
- Proven support experience with critical Business Applications
- Experience with Ticketing, CRM or Event management applications
- Microsoft Office advanced skills/experience
- Excellent verbal and written communication skills
- Ability to work on own initiative
- Attention to detail
- A desire to learn and progress in a demanding environment
- A Team player
- Full Clean Driving Licence

### **Any of the following skills would also be beneficial:**

Active Directory, Web technologies, including HTML, CSS, PHP or Wordpress, Power BI  
Design\Management and Database management including SQL Server and MySQL