



## IT Support Technician

**£22,500 to £25,000 per annum dependant on experience**

**Employee assistance programme, private healthcare and/or health cash plan, 3x salary life assurance, enhanced pension and family policies, golf benefits, discount platform and up to 36 days annual leave (includes bank holidays and company days)**

We are committed to equal opportunities and welcome applications from all backgrounds. We are disability confident committed. If you are not able to complete the online application and would like this in an alternative format, please contact Mary-Anne or Amy on [hr@englandgolf.org](mailto:hr@englandgolf.org)

We have an exciting opportunity to join our Digital and IT team and be part of providing technical support and advice. We are looking for someone who can be proactive in providing IT support, advice and one to one training to all teams within England Golf and Woodhall Spa Golf Club site operations. You will be integral to ensure the smooth operations of a multi-faceted organisation.

We are looking for someone who:

- Has a GCSE or equivalent in IT and good general education
- Knowledge of computer architecture, databases and a good knowledge of Office products, cloud technology and an awareness of Cyber security.
- Is confident, well organised and able to communicate with a wide variety of people.
- Can work as part of a team and on their own initiative.

It would be desirable to have an A level, HNC or higher in IT or an industry specific qualification such as CompTIA, Microsoft or ITIL. Full training will be provided in specific systems.

The post is full-time, working Monday to Friday, 9:00am to 5:00pm. The position is based at England Golf Headquarters, The National Golf Centre, The Broadway, Woodhall Spa, Lincolnshire, LN10 6PU.

As the national governing body for amateur golf, we work at the heart of golf in England, supporting and empowering a thriving community of players, counties and clubs to get the most out of the game we love. We value being Inclusive, Honest, Responsible, Excellent and Supportive.

For the full job description please visit our website ([www.englandgolf.org/jobs](http://www.englandgolf.org/jobs)) and to apply please complete the online application process (no CVs please).

Closing date for applications: **10 July 2025 12 noon**

Interviews take place: **Week commencing 14 July 2025 at Woodhall Spa**

**Please note that the advert may close early if a suitable candidate is identified.**



# JOB DESCRIPTION

**Post Title:** IT Support Technician

**Team:** Operations/Digital and IT

**Responsible to:** IT Manager

**Responsible for:** N/A

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**Purpose:**

To monitor and maintain IT systems and services within the organisation providing 1<sup>st</sup> line support on the IT and telephony to England Golf, Woodhall Spa Golf Management, and internal stakeholders.

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**Working Relationships:****Internal:**

- IT Manager – regular communications and meetings as required.
- All England Golf staff / Woodhall Spa Golf Management – Providing IT support on a day-to-day basis.

**External:**

- 3<sup>rd</sup> party suppliers and Contractors – regular communication as required
- Hardware & Software partners – communication as required.

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**Main Duties and Key Responsibilities:**

- To provide 1<sup>st</sup> line technical support and advice as required across the organisation for staff.
- Be proactive in providing IT support, advice and one to one training to all teams within England Golf and Woodhall Spa Golf Club site operations.
- Ensure accurate recording of incidents, service requests, changes and all associated processes and equipment on the IT Service Desk.
- Raise any issues in a timely manner to the IT Manager.
- Install, maintain, upgrade and repair a wide range of IT equipment.
- Rectify problems relating to the malfunction of IT equipment including software.
- Respond to IT Support requests in a timely fashion to ensure minimum disruption at all times.



- Assist with computer recycling and arrange for the safe disposal of IT equipment.
- Assist with the administration of the telephone system.
- Assist the IT Manager with the company's systems and data, in particular CRM.
- Assist and lead individual projects as agreed with IT Manager and wider Digital Team.
- Install and upgrade both systems and application software as required adhering to all licensing regulations.
- Maintain an inventory of computer hardware and software (including licences).
- Perform preventive maintenance duties on items of IT hardware, including the cleaning of equipment.
- Maintain and help develop the company network.
- Report any suspected security breaches to the IT Manager.
- Monitor and maintain general IT consumable stock to ensure adequate supplies are available when required.
- Follow company backup, virus protection and security procedures. Note risks to IT systems and suggest precautions to the IT Manager.
- Monitor and keep a log of all breakdowns and alterations to the network.
- Liaise with suppliers and external support companies as appropriate.
- Record accurately and prioritise support requests, outcomes and time taken in the Helpdesk software.
- In conjunction with the IT Manager and external IT company, create user accounts for staff to access the company network including other specific/departmental software used.

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**Dimensions/Resources:****Staff:**

- N/A

**Financial:**

- N/A

**Administrative:**

- Attend team meetings as required.

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**Location:**

England Golf Headquarters, Woodhall Spa, Lincolnshire



# Person Specification

**Post Title:** IT Support Technician  
**Team:** Operations/Digital and IT

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Attainment:	<ul style="list-style-type: none"><li>• Good general education (GCSE or equivalent).</li><li>• GSCE or equivalent in IT.</li></ul>	<ul style="list-style-type: none"><li>• A level, HNC or higher in IT or related subjects.</li><li>• Any industry specific qualifications such as CompTIA, Microsoft or ITIL.</li></ul>
Knowledge:	<ul style="list-style-type: none"><li>• Knowledge of Computer Architecture and current IT trends.</li><li>• Knowledge of databases.</li><li>• Good knowledge of Office products.</li><li>• Awareness of cloud technology.</li><li>• Awareness of Cyber Security.</li></ul>	<ul style="list-style-type: none"><li>• Microsoft 365.</li><li>• Dynamics 365.</li><li>• SharePoint.</li><li>• Working knowledge of Information Technology Infrastructure Library (ITIL).</li><li>• Strong understanding of cyber security principles.</li></ul>
Skills:	<ul style="list-style-type: none"><li>• Competent in the use of IT equipment.</li><li>• Customer Service 1<sup>st</sup> approach.</li><li>• Ability to maintain accurate and up to date records.</li><li>• Work as part of a team and on own initiative.</li><li>• Ability to work under pressure and to complete within deadlines.</li></ul>	



Competencies/ Behaviours:	<ul style="list-style-type: none"> <li>• Confident to communicate with a wide variety of people.</li> <li>• Good attention to detail and accuracy.</li> <li>• Well organised and self-motivated.</li> <li>• Friendly and willingly offer support and assistance to colleagues and customers.</li> <li>• Display and encourage attitudes and behaviours that respect and value diversity and promote equal opportunities.</li> <li>• Personal Integrity and Confidentiality.</li> </ul>	
Relevant Experience:	<ul style="list-style-type: none"> <li>• Computer architecture and some database knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous role in 1<sup>st</sup> line IT support.</li> </ul>
Any other requirement:	<ul style="list-style-type: none"> <li>• Physical ability to move and lift objects and access cables and devices in awkward locations e.g. under desks</li> </ul>	