

IT SUPPORT TECHNICIAN

Location: **Motorsport UK, Bicester Motion.**

Hours of Work: **Full Time** (37.5 hours per week).
Core hours are **09:00 until 17:30, Mon – Fri.**

Salary: £23,500 - £27,500 pa.
Further benefits can be seen below.

Contract: Permanent. Office Based.

THE ROLE

WHAT'S THE OPPORTUNITY?

The Operations team supports the day to day running of Motorsport UK HQ, including the provision of appropriate IT infrastructure, support, and business software solutions.

The role of the IT Support Technician will be to provide professional and efficient IT technical support to all Motorsport UK employees located at our Bicester office or working remotely (Approximately 80 users at present).

This position provides a great opportunity for someone who is keen to grow and develop a career within our sport.

THE BACKGROUND

WHO ARE MOTORSPORT UK?

Motorsport UK unites communities through a shared passion and love of the sport. 50,000 licence holders, 10,000 volunteer marshals and 4,000 officials alongside millions of vibrant fans are active week in, week out, doing what they love.

Whether that's the speed of drag racing, the close battles of circuit racing, the precision of AutoSOLOs or the social enjoyment of Touring Assemblies, the community is vibrant and alive.

At Motorsport UK, a team of 70 dedicated staff work as passionately as the members, driving forward values of integrity, innovation, collaboration and commitment in everything that's delivered.

Your journey to make a difference at Motorsport UK begins today!



THE DETAILS

WHAT ELSE CAN I EXPECT TO BE DOING?

Supporting Windows 10, Windows Server 2019, Active Directory, Office 365, Microsoft Office, Microsoft Teams, SharePoint Online, OneDrive and other Business Applications.

Providing technical support for virtual and physical meetings / events / filming which are often carried out on the ground floor of our new offices.

Assuming ownership, updating and resolving support requests from colleagues and responding to these within agreed Operational Level Agreements.

Prioritising and categorising Incidents and Requests.

Working closely with the Head of IT to support various IT and Operational development projects as required.

Escalating where applicable to the IT Manager or external support providers with accurate information.

Aiding in diagnosing the cause of incidents through a structured process of investigation.

Proactively managing the hardware and software estate, ensuring asset information is always accurate.

Contributing to knowledge-bases and providing knowledge transfer to colleagues or other support teams via documentation and training.

Resolving basic network connectivity problems.

Procuring and configuring new equipment such as laptops and mobile devices.

THE PERSON

WHO ARE WE LOOKING FOR?

At Motorsport UK, we understand that our people will shape our success, and ultimately define our value to the motorsport community.

We're looking for people who can demonstrate that they're as passionate as our members, embracing and championing our core values of Innovation, Collaboration, Commitment, and Integrity.

Below are some of the essential experiences, knowledge, and skills that we believe will be vital for this role:

Previous experience in an IT / Desktop Support role, with a good understanding of various information systems and technologies.

The ability to demonstrate clear attention to detail, a methodical approach to problem solving, and an analytical / trouble-shooting mindset. You'll be able to demonstrate tenacity in going the extra mile to resolve an issue.

A drive to improve processes, a desire to learn, and an openness to master new skills / technologies.

The ability to demonstrate strong customer service skills through excellent written and verbal communication to stakeholders at all levels, as well as an ability to discuss and explain complex technical issues in non-technical language.

A history of strong organisational, time and workload management skills. You'll be capable of working to tight deadlines and balancing multiple (sometimes competing) priorities.

A clear passion and enthusiasm for delivering high quality work, as well as an ability to take a flexible approach to supporting the wider team at Motorsport UK.

An interest in Motorsport, experience with ticketing systems, and relevant certifications from Microsoft / Comptia / Cisco, would be desirable.

THE PERKS

WHAT'S ON OFFER FOR ME?

25 days annual leave + bank holidays

10% pension contribution from Motorsport UK

Private medical cover

Holistic wellbeing support

Life assurance and income protection

Breakdown cover

Free on-site parking

A chance to work in the exciting world of motorsport

Access to a host of other staff benefits



THE LOCATION

WHERE WILL I BE BASED?

Home for us is in the heart of 'Motorsport Valley'. Specifically, we're located within the Heritage Quarter of the fantastic Bicester Motion site, Oxfordshire.

The UK's only hub for historic motoring excellence, Bicester Heritage boasts over 45 specialist automotive and motorsport businesses. Founded in 2013 the 444 acre former WW2 RAF Bomber Training Station is all about driving the future of the past.

Our purpose built office space accommodates the near 70 committed people who passionately work for the betterment of our sport.

If this sounds like the role for you, why not get in touch? Head on over to our careers page for more information on how to apply:

motorsportuk.org/contact-us/careers





We are the national membership organisation and governing body for four-wheel motorsport in the UK, representing competitors, volunteers, clubs and fans.

Motorsport UK is a not-for-profit organisation (limited by guarantee) that exists to service and grow the sport. We are a member of the world governing body, the Fédération Internationale de l'Automobile (FIA).

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