

IT ENGINEER – 1ST LINE

Candidate Brief

DEPARTMENT:
Business Operations

REPORTING TO:
IT Service Delivery Manager

LOCATION:
Preston



INTRODUCTION TO THE EFL

“The EFL is about two things – great football competitions and supporting communities 365 days a year”.

Trevor Birch

EFL Chief Executive Officer.

The English Football League (EFL) is the highest attended football league, and largest single body of professional clubs in Europe.

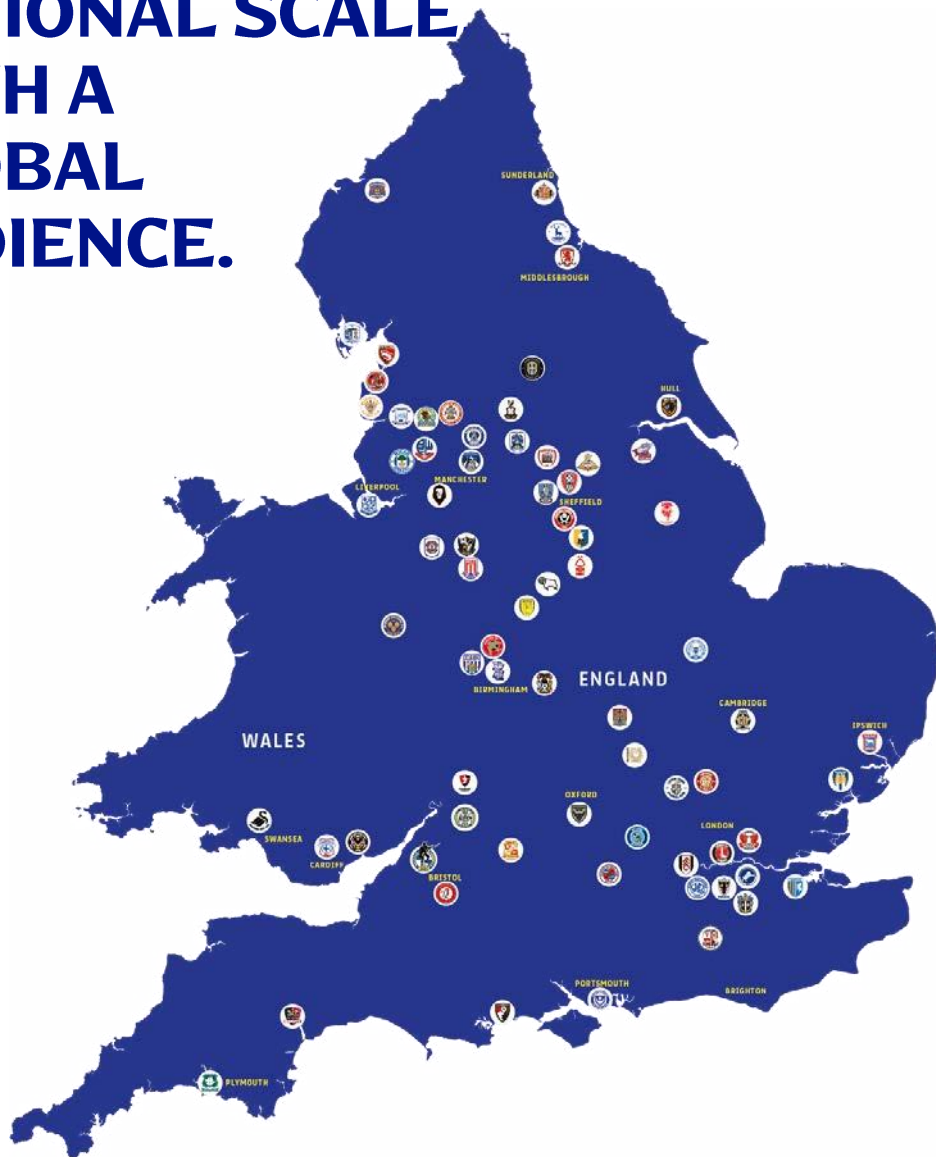
It is responsible for administering and regulating the Sky Bet EFL, Sky Bet Play-Offs, Carabao Cup and Bristol Street Motors Trophy competitions, plus youth and reserve team football.

A vital part of sporting life, both in the UK and across the globe, the EFL operates some of the world’s most competitive, popular and successful football competitions, acting as part of the fabric of life for millions of fans and families.

EFL Clubs are truly embedded in the hearts of their 72 local communities, spanning the breadth and depth of England and Wales. Away from the match-day, Clubs and Club Community Organisations interact seven days a week, 365 days a year, making a positive contribution to the communities in which they serve.



LOCAL ACTIVATION ON A NATIONAL SCALE WITH A GLOBAL AUDIENCE.



72

EFL Clubs cover a catchment area of 46.7 million people, 80% of the population of England and Wales



1,891

Matches per season including five showpiece finals at Wembley Stadium



1 IN 4

Admissions to a UK sporting event are for an EFL organised match



54%

Of the UK population will watch EFL football on TV each year



Connected by the EFL's **DIGITAL ECOSYSTEM** of 72 Clubs plus central EFL channels



Broadcast to a global audience of over **400 MILLION** across **187 COUNTRIES**

BRISTOL STREET MOTOR TROPHY FINAL 2024

WINNERS



BUSINESS OPERATIONS

The Business Operations Team is focused on providing support, services and equipment to enable all EFL & EFL in the Community (EFLitC) employees, the Board and the wider business to function efficiently and effectively for the benefit of our member Clubs.

The IT Team sits within the Business Operations Team to provide first-class IT support and service to all EFL/EFLitC employees. The IT team is supported by our Managed Services Provider (MSP) to give first class support to our colleagues.

EFL GROWTH TRAJECTORY



AUDIENCE

Highest volume of live broadcast output of any UK sport (1,050 live matches per season)

ATTENDANCE

Highest attended sports league in Europe

COMMUNITY

Unrivalled nationwide integration across 72 Clubs & communities (online and offline)

PURPOSE

Best in-class EDI provision ('EFL Together' strategy)

GLOBAL

Record international broadcast output plus regional marketing partnerships (including USA)

There is an opportunity for a high-performing individual to join the team and play a key role in the EFL's continued growth...

JOB PURPOSE

The IT Engineer – 1st Line will be responsible for the management of all cases by serving as the first point of contact for IT support within the EFL & EFLitC. They will answer and deal with day-to-day queries, escalating to the IT Service Delivery Manager/MSP for help & advice when required.

The role involves supporting and maintaining Microsoft 365 Solutions, troubleshooting; diagnosing and solving hardware & software problems on laptops and mobiles as well as our virtual desktop solution. They will also be expected to setup and configure hardware, resolving printer / scanner issues and identifying network connectivity issues.



KEY RESPONSIBILITIES

The successful candidate will be expected to take responsibility for all 1st line IT support with EFL and EFLitC

DAY TO DAY SUPPORT

- Provide 1st line technical support to all staff in the first instance by phone; Teams; email or in-person
- Ensure that all users IT needs and expectations are met and understood
- Respond to enquiries from staff and help them resolve any hardware or software problems
- To log all calls on the ITSM system and manage ticket queue, ensuring that all open tickets are up to date with relevant troubleshooting steps, keeping the relevant parties regularly updated with changes made, next steps and the next time an update will be provided
- To maintain a high degree of customer service for all support queries and adhere to all service management principles and SLAs
- Achieve all assigned tasks on or before the agreed resolution date/time
- Operational maintenance and support services, including, repairing broken desktops, laptops and equipment
- Produce follow up actions and escalate as necessary within the business or to MSP for external technical support where problems cannot be resolved in house

IT SYSTEMS MANAGEMENT

- Creating new users accounts, closing ex-employee accounts, resetting passwords, managing security / distribution groups, managing file & folder permissions, creating shared mailboxes and managing shared mailbox permissions
- Order, set up and configure IT equipment as and when required by EFL and EFLitC employees and new starters
- To ensure all Teams Room equipment in meeting rooms is always fully functioning
- Using and troubleshooting Office365 applications
- Keep all EFL and EFLitC devices compliant in EFL's MDM platform
- To take ownership of user problems and be proactive when dealing with user issues
- Monitoring EFL IT estate and upgrading devices when required
- To assist the IT Service Delivery Manager and Head of Business Operations with IT and Infrastructure projects and upgrades
- Management of IT assets
- Mobiles: Maintain records of mobile estate and setup mobiles on Intune MDM platform

INDIVIDUAL CRITERIA

The successful candidate will be able to demonstrate the following knowledge, skills and attributes that apply to the role:

KNOWLEDGE & UNDERSTANDING

- Knowledge and understanding of networking (LAN/WAN; DHCP; DNS)
- Knowledge of Windows 11 Desktop Support
- Understanding of firewall products/security
- Knowledge of Microsoft Intune; Defender
- Working knowledge of Apple macOS
- Knowledge of PowerShell/MS Graph
- Knowledge of office culture and best practice in supporting employees and colleagues

TECHNICAL SKILLS

- Competency in managing Microsoft server technologies (use of Azure Virtual Desktop is advantageous)
- Competency in Office 365 and associated applications
- Demonstrable examples of training and supporting others
- Proven understanding of disaster recovery
- Competency in an IT support environment and involvement in technical aspects of support
- Skill in troubleshooting Microsoft Office

ATTRIBUTES

- Ability to create, manage and maintain excellent working relationships with internal and external stakeholders including the management of third-party vendors
- Ability to demonstrate effective control and management of a number of cases at one time
- Ability to support multiple sites including home based users
- Excellent communication skills both verbal and written and an ability to communicate with users at all levels in a professional manner
- An ability to contribute to promoting equality and diversity as part of the culture of the organisation
- Lead by example by contributing to promoting the principles of the EFL and the values of EFLitC



OUR TEAM AT THE EFL

The EFL offers a unique opportunity to work with some of the biggest sporting competitions, clubs, commercial partnerships and media in the market.

We look for the best people who approach their work with energy, excellence and commitment.

Our employees are crucial to our success and Equality, Diversity and Inclusion are fundamental elements of building our team. Each of us has an array of qualifications, skills and life experiences.

If you have any particular requirements in respect of the recruitment or interview process, please mention this in your application.

SAFEGUARDING

The EFL is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions and cautions. Amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

INCLUSION

The EFL is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer.

Applicants fulfilling the criteria will be considered in a meritocratic way and without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.





EFL TOGETHER

PRINCIPLES

In 2022 employees across the business came together to create the EFL Principles, developed by employees for employees.

- **Everybody working together**
- We are one team supporting each other and collaborating on our shared goals.
- **Fairness and equality**
- Being consistent and inclusive for everyone and showing and treating everybody with respect.
- **Listening and learning**
- Communicating with trust and honesty, growing as individuals and enabling others to do so too.

EMPLOYEE AWARDS

We want to celebrate all the successes that we can, so we have a number of ways that we do this:

- **We celebrate loyalty** – we try and make employees feel special when they reach certain milestones
- **We celebrate achievements** – like passing an exam or completing a course
- **We celebrate personal achievements (if employees are happy to)** – like marriage celebrations and new babies!
- **We celebrate how employees work together** through a colleague nominated awards programme, everyday thanks and special recognition from our Executive Leadership Team

T  **GETHER**



EMPLOYEE BENEFITS

PENSION SCHEME - all eligible employees are enrolled in the 10% non-contributory pension scheme with Aviva. You can also make your own contributions through a salary sacrifice arrangement if you wish but these will not be matched by the company

PRIVATE MEDICAL INSURANCE -

Everyday Health Plan (EHP):

- All employees are automatically enrolled into the EHP (currently provided by Westfield)
- The cash plan allows you to claim certain amounts per year on various benefits e.g., dental, optical, therapies etc.

Private Medical Insurance (PMI):

- This is an opt-in private medical insurance just for you – that the EFL will pay for (currently provided by Vitality)
- Dependants can also be added to at your cost

SEASON TRAVEL TICKET LOAN– an **interest free loan** for employees to cover the cost of travelling to and from the workplace via tram, rail, bus or others

MATCHDAY TICKETS – complimentary tickets may be requested for any league club games based on a number of criteria being met

FINALS – your chance to attend our Wembley finals to watch or to help

SOCIAL EVENTS – the EFL hosts a summer and winter celebration party for all employees along with other local events during the year

ELECTRIC CAR SCHEME – the EFL has engaged with Octopus to offer the opportunity to lease an electric vehicle through a salary sacrifice arrangement

LIFE ASSURANCE & INCOME PROTECTION INSURANCE – both paid for by the EFL to give you peace of mind



RECRUITMENT PROCESS

STAGE 1 Submitting your application

Apply via efl.com or at [IT Engineer - 1st Line in Preston - EFL \(English Football League\)](#)

A short-list of candidates will then be selected for interview

STAGE 2 First-stage interview

You may be invited to an online discussion for both parties to find out more about each other and to test your suitability for the role, allowing you to showcase your knowledge and skills

STAGE 3 Second-stage interview

You may be invited to a face-to-face interview to discuss your application further

You may be asked to conduct a task or create a presentation

STAGE 4 Job offer

Congratulations! Reaching this stage means you have demonstrated you are the ideal candidate!



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sky bet
LEAGUE TWO
EFL

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CHAMPIONSHIP
EFL

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LEAGUE ONE
EFL

EFL TROPHY

Carabao Cup
EFL

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PLAY-OFFS
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To submit your application please apply via efl.com

efl.com