



Blackburn Rovers Football & Athletic Ltd

Job Description

Job Title:	I.T. Support Technician
Department:	Information Technology
Based at:	Ewood Park stadium, Blackburn, BB2 4JF. Flexibility regarding location is required.
Reports to:	Head of I.T.
Responsible for:	N/A
Hours of work:	35 hours per week plus match days (rota basis) and any additional hours necessary for the performance of duties. This may include evening and weekend work.
Contractual Status:	Permanent
<u>1. Job Purpose:</u>	To be responsible for delivering high-quality IT support across all Club locations, ensuring that technology services remain secure, reliable and available to support business operations. To provide technical support for desktop systems, Microsoft 365, mobile devices, networking, printers, telephony and business applications whilst assisting with infrastructure projects and cybersecurity initiatives.
<u>2. Duties and Responsibilities</u>	- To be committed to ensuring the safeguarding and welfare of all staff, customers and clients of the Club. - Deliver professional 1st and 2nd Line support to all Club staff across multiple sites. - Perform root cause analysis for recurring technical issues. Diagnose, troubleshoot and resolve hardware, software, networking and Microsoft 365 issues. - Manage incidents, service requests and problems through the IT Service Desk ensuring SLA targets are met. - Provide remote, telephone and face-to-face technical support. - Escalate complex issues where appropriate whilst maintaining ownership until resolution. - Configure, deploy and maintain: Windows 11 PC's & Laptops, Apple MacBooks, Tablets, Mobile devices, Printers - Manage user onboarding and offboarding processes. - Configure Microsoft Entra ID accounts, Microsoft 365 licensing and permissions. - Configure Microsoft Intune enrolled devices. - Maintain software deployment and updates. - Support and administer: Microsoft Outlook, Teams, SharePoint, OneDrive, Exchange Online, Microsoft Entra ID, Microsoft Intune



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	• Maintain the IT Asset Register: Record all hardware assets and software licences, carry out scheduled asset audits, maintain stock levels of IT equipment, Ensure spare equipment is available for rapid deployment, • Ensure secure disposal of redundant equipment following Club procedures. • To generate proposals when required or requested by the Head of IT. • Assist the business in adopting Microsoft 365 services through user guidance, training and documentation. • Produce and maintain technical documentation: Create user guides and knowledge base articles, Update network diagrams, Maintain configuration documentation, Record standard operating procedures. • Follow Cyber security best practices: Assist with vulnerability remediation, ensure endpoint protection remains operational, Support cybersecurity awareness initiatives, Ensure Principle of Least Privilege is maintained, Identify and report potential security incidents, Support device encryption and MFA implementation, Ensure compliance with Club security policies. • Provide out-of-hours and Matchday IT support as required. • Support and mentor the IT Apprentice Desirable • Assist with the maintenance of: LAN & WAN infrastructure, Wireless networks, Switches, Firewalls, DHCP, DNS, VLANs, VPN connectivity, Structured cabling
3. Skills Required	• Excellent troubleshooting and diagnostic skills. • Strong customer service skills. • Excellent verbal and written communication. • Ability to prioritise competing workloads. • Strong organisational skills. • Ability to work independently. • Strong documentation skills. • Good analytical and problem-solving abilities. • Professional attitude under pressure. • Ability to explain technical concepts to non-technical users. • Excellent attention to detail. • Full UK driving licence (travel between sites is required).
4. Knowledge Required	Experience with the following: • Windows 11, Apple macOS, iOS and iPadOS, Android devices • Windows Server, Exchange Online, Active Directory, Group Policy • Microsoft 365, Microsoft Entra ID, Microsoft Intune



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	• Microsoft Office applications, Microsoft Teams, SharePoint Online • PC and laptop deployment • TCP/IP networking, DHCP, DNS, Wi-Fi troubleshooting • Hardware diagnostics & Printer troubleshooting • Helpdesk/service desk systems • Remote support tools • Asset management systems Desirable knowledge • Aruba switching, VLAN configuration, Network monitoring tools • Meraki wireless • Fortinet firewalls • VMware • Veeam Backup • CrowdStrike Falcon • PowerShell scripting • SharePoint administration • Azure administration • ITIL processes • Cyber Essentials / ISO 27001 environments
4. Qualifications Required:	Required: Qualification in I.T. or 2/3 years support experience minimum Desired: Qualification / experience in networking or Cyber Security
DBS Check Required:	Yes

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

How to Apply

Due to high-levels of interest, this post may close early so early application is advised, otherwise the closing date for this role is **5pm on Friday 21st August 2026**. To apply, please submit your application through the EFL I-Recruit platform [HERE](#)

CV's will not be accepted.

Equality and Diversity

Blackburn Rovers FC is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.



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Safer Recruitment

Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.



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