

APPLICATION SUPPORT ANALYST

JOB DESCRIPTION

JOB TITLE:	Application Support Analyst
LOCATION:	Liverpool: HQ, 12 Jordan St, Baltic Triangle, Liverpool
ANNUAL SALARY:	£20,000- £22,000

PURPOSE OF THE ROLE

The Climbing Hangar is an exciting and fast-growing indoor climbing business with centres around the UK. As we grow we achieve efficient scaling through good use of appropriate technology.

We are looking for a candidate to provide support, training and management of our users, membership tools, Microsoft Office, Teams, Sharepoint and Power BI systems. You will assist the set up and configuration of software and hardware at our different sites, ensure systems meet our security, availability and recoverability requirements. You will be able to identify and implement improvements to the IT systems and processes we have, making it easier for the business to meet our goals to get more people inspired to be happier, healthier and connected through climbing.

We are linking up with Baltic Apprenticeships to offer this role with a Level 3 IT Support Technician Apprenticeship. This includes additional work-related training leading to a relevant recognized IT qualification, subject to meeting apprenticeship requirements.

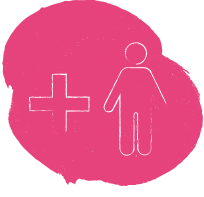
A successful candidate will work as a part of a friendly, close-knit, and ambitious team in a modern, collaborative and customer centric culture.

In addition to this the successful applicant will be a problem solver with an analytical mindset, has good attention to detail, is accurate and conscientious, relishes a challenge, manages their workload and can work independently, shows enthusiasm and has a passion for making technology a success for its users.

This role will involve a combination of remote working, working from our Liverpool Office on a weekly basis, and visiting our sites across the UK to provide IT related support to our teams as required.

WHATS IN IT FOR YOU?

In return for your brilliance, you will receive:



FREE CLIMBING FOR YOU AND A PLUS ONE



GENEROUS TEAM DISCOUNTS ON FOOD AND GEAR FROM ALL OUR SUPPLIERS



THE OPPORTUNITY TO GAIN COACHING QUALIFICATIONS



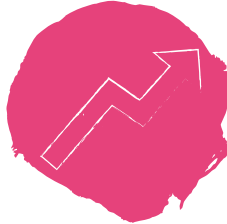
A DAILY RIGHT OLD LAUGH WITH YOUR TEAM



THE WARM FUZZY GLOW
of knowing your work is making a difference in people's lives



COMPETITIVE SALARY



TRAINING, LEARNING AND DEVELOPMENT OPPORTUNITIES



28 DAYS ANNUAL LEAVE PER YEAR
(Pro-rata & inclusive of bank holidays)

ESSENTIAL EXPERIENCE KNOWLEDGE, EXPERIENCE & SKILLS

- ▷ Good working knowledge of IT applications and infrastructure
- ▷ Understanding of security and compliance standards, business continuity and disaster recovery
- ▷ Understanding of IT projects especially as these result in introduction of new services and associated testing
- ▷ Self-motivated and pro-active, with good analytical problem-solving ability
- ▷ Good organisational skills
- ▷ Great written and oral communication skills
- ▷ Customer focused, flexible, pragmatic and decisive

DESIRABLE EXPERIENCE KNOWLEDGE, EXPERIENCE & SKILLS

- ▷ Hardware build, maintenance and installs
- ▷ Windows operating systems & Microsoft suite including Windows 10, Microsoft Office, Sharepoint, Teams, Microsoft SQL Server, Power BI, Active Directory
- ▷ Rock Gym Pro
- ▷ .Net programming
- ▷ VPN and Azure Cloud
- ▷ Author of video based training and written support documentation

OUR VALUES

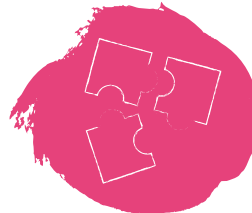
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit team and looking for a new team member that will quickly feel part of the family. We value people that are:



HUMBLE



**PATIENT AND WILLING
TO LEARN**



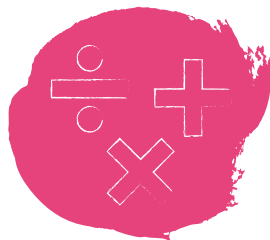
**CURIOUS AND FIND JOY
IN SOLVING PROBLEMS**



**KEEN TO LEARN AND ADD VALUE
BY ADVISING UPWARDS**



**RESULTS ORIENTATED
AND ABLE TO PRIORITISE**



**CALCULATED RISK
TAKERS WITH A DASH
OF AUDACIOUS ENERGY**



**HAVE AN INHERENT
UNDERSTANDING OF PEOPLE**
and how to bring the best out
in them



SERIOUS ABOUT FUN
and making the world better
through delivering positive
micro moments

It's important to the business that our members feel part of a community and that spirit of inclusiveness begins with our team. Let's be totally clear, if you don't think being inclusive is the enlightened path, you won't like working here. Please apply elsewhere.

TO APPLY...

please send your CV and a covering letter to recruitment@theclimbinghangar.com and write the 'Position' you're applying for, as well as the 'location' of the centre in the **Subject line**.

Don't forget to let us know in your covering letter why you want to work for The Climbing Hangar; what position you'd like to apply for; and why you think you'd be a great fit for the role and our vision.