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ICT Systems Support Assistant

Location: DLL HQ, Trem Y Dyffryn, Denbigh

Salary Grade: Grade 6 £30,060 - £32,654

Hours: Full time, 37 hours per week

Contract: Permanent

Responsible to: Business Support Manager - Systems

Closing Date: Wednesday 3rd September, 2025

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg / This document is also available in Welsh

Job Description

Job Purpose:

Reporting into the Business Support Manager – Systems, the postholder will be responsible for undertaking general day to day project support across the company's ongoing ICT migration project, alongside providing system support across a wide range of business systems. This will include general administrative support, assisting with the set-up of new platforms, supporting relevant training sessions and materials, and providing an on-site presence to support migration. The successful candidate will also support around any specific project reporting required within the business. This will include liaising with a broad range of stakeholders – from site-based staff to suppliers.

Principal Accountabilities and Responsibilities:

- To provide day-to-day project support for the company's ongoing ICT migration project.
- To provide day to day systems support across a number of business systems within the company (e.g. Legend, Roller etc.).
- Act as a reliable point of contact for internal and external stakeholders.
- Apply initiative to solve problems, adapt to changing project needs, and assist in delivering practical solutions.
- Undertake reviews of any new working procedures as a result of the migration project.
- Contribute to the planning, development and organisation of and new support service systems/procedures/policies relating to the migration project.
- Troubleshoot on project related items to ensure business continuity.
- Ability to support project migration at sites within the company (e.g. assisting hardware set-up on site).
- Order from and liaise with external suppliers and record orders for hardware and software.
- Creating internal purchase orders for the goods and services and arranging appropriate delivery.
- Manage manual and computerised record/information systems.
- Identify and implement new procedures to improve working practices.
- Ensure that all relevant records for the project are easily accessible and up to date.
- Respond to telephone and e-mail enquiries, resolve problems and keep clear and concise accurate records of all communication.
- Analyse and evaluate data/information and produce reports/information/data as required
- Proactively, manage and complete workloads within agreed time scales in a professional manner
- Undertake research and obtain information to inform decisions. Participate in training and other learning activities as required.

Any other duties commensurate with the grade and salary of the post:

- Contribute to the planning, development and organisation of ICT systems/procedures/policies.
- Organise internal training events as required.
- Manage manual and computerised record/information systems.
- Compile and collate complex documents and other IT based tasks.
- Operate relevant equipment/ICT packages (e.g. Word, Excel, databases, spreadsheets, internet)
- Undertake other relevant duties as agreed by Line Manager.
- Ensure confidentiality is maintained at all times.
- Provide a point of contact for external suppliers in the absence of the Business Support Manager - Systems
- Provide a technical point of contact in the absence of the Business Support Manager - Systems

Knowledge and Experience

- Experience of general ICT support and administration, ideally to include experience of system administration.
- NVQ 3 or equivalent qualification or experience in relevant discipline.
- Excellent numeracy/literacy skills.
- Excellent communication skills
- Effective use of ICT equipment.
- Excellent ICT skills.
- Work constructively as part of a team, understanding roles and responsibilities.
- Ability to self-evaluate learning needs and actively seek learning opportunities.
- Ensure confidentiality, tact and diplomacy are maintained.

About Us

Denbighshire Leisure Ltd. is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd. are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

Our Values



Ambition & Growth

Trust & Integrity

Excellence & Resilience

Pride & Passion





THANK YOU FOR YOUR INTEREST

Apply via our website: <https://denbighshireleisure.co.uk/careers/>

For more information please email people@denbighshireleisure.co.uk

We will shortlist for interview once the vacancy has closed, and if you have been selected for interview, you will receive an email with the details. Please ensure you check your junk/spam folders.

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