

SWA IT Support Analyst

Sports & Wellbeing Analytics

Sports & Wellbeing Analytics (SWA) are a disruptive technology start up, based in Swansea, South Wales. SWA are working to create new forms of data and interpret these in a way that supports people's wellbeing. In the area of sport, SWA have developed the PROTECHT system which measures head impacts in contact sports and translates this information to support the wellbeing of players and help to make contact sports safer. By quantifying the contact element of competition demands, it is also possible to use PROTECHT as a tool to improve performance.

The company are about to embark on an ambitious growth period and are looking to bolster their staffing levels

Job Title: IT Support Analyst

Location: Home based initially (broadband connection required) plus occasional attendance at the Swansea test facility. NB Many activities will revolve around the Swansea area.

Hours: Full Time – 39 hours per week (some weekend work may be required)

Salary: Starting salary of £25K p.a. depending on experience

Benefits: Paid holiday 25 days, contributory pension.

Reporting to: Head of Technical Development

PERSON SPECIFICATION

We are a dynamic, small team that often adapt to fill many roles. We are looking for people who will fit in with the team and show initiative to support the business moving forward. The personal qualities and competencies of applicants will therefore be key to our success.

Essential Criteria

- Graduate level in a Science or Engineering based discipline
- Some hands on knowledge of IT development tools e.g. HTML and SQL
- A good communicator
 - Ability to explain complex ideas clearly
 - Able to author documents (reports and user manuals) tailored to an audience
- Demonstrable initiative and ability to problem solve
- Mobile and able to visit customer sites and other locations if required (full driving licence an advantage)
- Wants to pursue a career in ICT in an innovative field

Desirable Criteria

- Experience of wearable smart technologies (in sport)
- Personal attributes
 - Highly self motivated individual
 - Flexible and Adaptable
 - Trustworthy and Dependable
 - Organised, Diligent and with an eye for detail



It should be noted that SWA currently operate virtually and as such this role does not require regular attendance at an office location at this time. This may change in the future but home working is therefore the norm. Access to a broadband connection and familiarity in managing their own office environment including the use of Microsoft Word, Excel and Powerpoint as well as Skype is required.

At present IT Development and support work is done through third party specialists. We are planning to bring more work in house as the business grows and this appointment is the first step towards that. The role is expected to grow significantly over the next 12 months and is therefore ideal for an individual wishing to develop their career.

General Duties

System Build and configuration

- Building new systems and configuring for the individual club
- Setting up new mouthguard sensors and other equipment as required

Roll out of new releases

- Development of test strategy to ensure the system is fault free and documenting the tests that are required
- Executing end to end tests on the system
- Implementation of the new version of the system at each Club/User

Requirements Definition

- Working closely with the Sports Scientists to identify enhancements to the system that will drive benefits

Support for Sports Scientists

- Advising on the use of the system
- Triage of problems with the system and problem resolution
- Configuration of replacement of hardware
- Raising support issues with the third party development teams and ensuring rectification

Liaison with third party developers

- Monitoring and managing the work of our third part development team
- Assisting in planning to bring more development in house as the business grows

Equipment Maintenance

- Ensuring equipment in stock is in good working order, and software levels are up to date

Please forward CV's with a covering email to tom.scott@swa.one by 30/04/2021

