Job Advert for Full Circle Events & Exhibitions

Role: IT & Application Support Analyst

Location: Salford, Manchester

A Little Bit About Us

Full Circle Events is a highly experienced exhibition stand contractor with offices across the UK. We are proud to build some of the biggest and best exhibitions throughout the UK and Europe.

With years of experience, we offer full exhibition builds, custom stand solutions, graphics, and exhibitor enhancements. From our bases in London, Yorkshire, Manchester, Scotland, and the Midlands, we work closely with event organisers, venues, and exhibitors to create impactful and memorable events.

What We do

At Full Circle, we live by our core beliefs, which shape our day-to-day operations and relationships:

- ***Our Fun Purpose*:** We want everyone to enjoy what they do- It's why we do what we do
- ***Our Fearless Mission:*** Bring out the BEST in us all, whatever the situation.
- ***Our Vision of Camaraderie*:** There's no limit to what we can achieve when we work together.
- We are proud to be a bunch of ***born collaborators*** and we promise the Full Circle experience will be both rewarding and collaborative.

Our collaborative team approach ensures that every project is rewarding and enjoyable for everyone involved.

Our Culture

Our company values drive everything we do, and just like us they are very **REAL:**

- **Real:** Be authentic and genuine in your approach.
- **Expertise:** Demonstrate excellence in everything you do.
- **All In:** Fully commit to your role and team.
- **Loyalty:** Show loyalty to our values and the team.

We believe in supporting the company's vision, taking responsibility for learning and development, and constantly striving to improve skills and knowledge.



Fullcircle

about the role

We are looking for an enthusiastic **IT & Application Support Analyst** to join our dynamic team.

The IT & Application Support Analyst is a full-time, hybrid role based at our Head Office in Salford, Manchester. You will become the go-to expert on the business systems our teams rely on every day: helping colleagues get the most from them, resolving issues, and making sure changes land smoothly.

Our Cyber, IT infrastructure and desktop support is provided by a Managed Service Provider (MSP) who you will interface with. Alongside your application work, you will be the friendly, hands-on face of IT in the office, handling first-line issues, acting as the MSP's eyes and hands on site, and making that partnership work for our people. You will occasionally join the team at our shows to keep the technology running smoothly, and there will also be occasional planned trips to our other offices.

As a rough guide, around 65% of your time will be application support, 25% IT support and MSP liaison, and 10% projects. This role will grow. We want someone who enjoys helping people, takes ownership without being asked, and is keen to learn.

Application support

- Own support for our core business applications, including Salesforce and Office 365 applications.
- Manage users in each application: accounts, roles, profiles and permissions.
- Work alongside our Salesforce admin on a day-to-day basis.
- Raise and manage tickets with application vendors and chase them to resolution.
- Test new releases and changes, and support user acceptance testing.
- Train users, run onboarding sessions and answer "how do I…" questions.
- Help teams adopt new tools.
- Document new feature requests.

IT support and MSP liaison

- Be the first point of contact for IT issues in the office.
- Set up and hand over equipment for new starters and recover it from leavers.
- Keep users informed and make sure every issue ends with a working solution. We are one team.
- Help the Group IT Director with IT procurement and setup.

Events and shows

- Occasionally attend our shows to support on-site technology.
- Help prepare, pack and check IT kit before shows, and recover and check it afterwards.

Security and documentation

- Apply day-to-day security good practice: account hygiene, access and compliance.
- Write and maintain how-to guides, a knowledge base and process documentation.
- Support IT projects and improvements as directed by the Group IT Director.



What We're Looking For

Essential

- Experience supporting business applications or SaaS platforms.
- An analytical, problem-solving mindset: you want to understand why something isn't working.
- Good working knowledge of Windows and Microsoft 365.
- An enjoyment of helping people, with patience and explanations for non-technical colleagues.
- Self-motivated: you spot problems, take ownership and see things through without being chased.
- Organised, able to juggle several issues and prioritise sensibly.
- Keen to learn new systems and grow your skills.
- Able to work in the Manchester office and travel occasionally to UK shows and our other offices.
- Occasional weekend and out-of-hours work and overnight stays.
- A full UK driving licence.

Desirable

- Hands-on Salesforce administration experience, the Salesforce Administrator certification, or progress on Trailhead.
- Experience with the Power Platform (Power Apps, Power Automate).
- Experience with SharePoint administration would be beneficial.
- Some experience with macOS, iPhone deployment and basic networking.
- Exposure to Microsoft Intune, Entra ID (Azure AD) or the Microsoft 365 admin centre.
- Experience working alongside an MSP or third-party support provider.
- Events or exhibitions experience.
- A relevant qualification or ITIL Foundation would be beneficial.

What You'll Get in Return

By joining Full Circle, you'll become part of a team that values collaboration, creativity, and growth.

We Offer:

- A competitive salary.
- Exciting opportunities to work on high-profile exhibitions across the UK and Europe.
- Professional development and career growth.
- A supportive, collaborative team environment.

How to Apply

Ready to be part of a team where there's no limit to what we can achieve together? We'd love to hear from you!

Please send your CV to Marc.Wallace@fullcircleeventsltd.co.uk

Join Full Circle Events & Exhibitions and bring your talents to a company where your contributions truly matter!

