



> POSITION: IT SUPPORT TECHNICIAN

As the IT Support Technician, you will be reporting directly to the IT Manager, and be responsible for all first line support. You will need good people/communication skills and have good attention to detail. This role covers hardware and software onsite support, training and advising users as well as offering remote support to external sites and Sales Managers.

Key Responsibilities:

- General hardware and software troubleshooting
- Administration of Physical and Virtual Servers (Hyper V), Backup and Anti-Virus systems
- Installation of operating systems and software onto new build PCs & Laptops.
- Knowledge of Networks, cabling, cabling, Firewalls and VPN
- Setup of new employees with email access, user profiles, and ID cards
- Configuration of users / groups on a VOIP phone system (3CX)
- Network printer installation and management

Essential skills:

- Good working knowledge of multiple operating systems and software including:
 - Windows, Windows Server, Apple iOS, Android and Mac Operation systems
 - Microsoft Office 2010/2013/2016/365
- Experience in using Active Directory to add in new users and security settings
- Experience in Exchange online for email account setup and mail/calendar permissions
- Good communication skills and a confident telephone manner
- A confidential approach and high level of integrity is essential
- The ability to pick up and learn new software relatively quickly
- Experience in general PC hardware maintenance - swapping out hard drives, installing new graphics card etc.
- Full training will be given on software and in-house systems as and when required.

Benefits:

- Free Perkbox membership – access to range of discounts including money off supermarket shops and gym memberships.
- Employee Assistance Programme