

IT Technician

Reports to: IT Service Manager

Hour of work: 40hrs pw (8am to 5pm) Flexibility to work out of hours.

Salary: 18k – 19k

Job brief

We are looking for an **IT Technician** to offer 1st/2nd line support. They will install, maintain and repair computers and networks on various sites around the UK. You will be the one to ensure that adequate IT infrastructure is in place and is used to its maximum capabilities.

As an IT technician you must be well-versed in computer systems and network functions. The ideal candidate will be able to work diligently and accurately and will possess a great problem-solving ability in order to fix issues and ensure functionality.

Responsibilities

- Set up hardware, install and configure software and drivers
- Maintain and repair technological equipment (e.g. routers) or peripheral devices
- Install well-functioning LAN/WAN and other networks and manage components (servers, IPs, Switches etc.)
- Perform regular upgrades to ensure systems remain updated
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Keep records of repairs and fixes for future reference
- User account creation in Active Directory and Office 365
- Setup and configuration of new phones and laptops
- Maintaining Office 365 environment (SharePoint, OneDrive, Exchange etc.)
- Time and Attendance Terminal configuration - Mitrefinch
- Purchasing of equipment (Laptops, phone, toners etc.)
- Asset register management
- Bespoke device testing
- Managing and prioritising helpdesk requests and logging IT requests
- Firewall and VPN management
- Assist employees with computer problems and answer their questions

Qualifications and Skills

- 1-2 years' experience in IT environment
- BTEC in IT related qualification or above
- Strong sense of discretion and confidentiality required
- Understanding of IT principles and an ability to communicate technical concepts effectively to a varied audience
- Ability to demonstrate practical troubleshooting and problem analysis techniques.
- Ability to plan and prioritise work load without supervision
- Willing to work flexibly and with enthusiasm.

IT Benefits – company phone and laptop supplied