

Role Specification – First-Line IT Support Technician

Objective(s)

Working as part of the internal IT Support Team, to provide general hardware and software support on the company's LAN, workstations, peripherals, mobile devices (WAN/VPN) and telecoms equipment.

To assist with day-to-day equipment building, upgrading, installation, configuration and troubleshooting. Coordinating backups, data-recovery, systems-maintenance and network operations to provide maximum application uptime. Liaising with external hardware, software and service providers as necessary.

To maintain network security and proactively implement improvements to reduce exposure to viruses, spyware, intrusion and service-disruption.

To demonstrate and provide user-training on existing and new technologies to teams within the company.

To assist the wider IT team with systems-integration, optimisation, product-testing and development tasks, on instruction, where required.

Key Duties & Responsibilities

- Windows (7+) workstation build + roll-out
- Windows (2003+) network operations c/w Active Directory user, device and DNS configuration
- Mobile device fleet management (inc tariff-optimisation) and troubleshooting
- Windows and Mac OSX hardware & software first-line support; managing warranty repairs, etc
- Peripheral (eg printer, scanner, multi-function) device deployment and support
- VM and ERP operational support (task-scheduling, service-monitoring, etc)
- Samsung digital/VoIP phone system administration, optimisation and hardware support
- Data backup and security supervision (scheduling, monitoring, improving)
- Prepare (eg HDD format) and oversee external service for disposal of redundant IT equipment
- General IT equipment housekeeping; inventory/tracking and case-management as needed

Skills, Qualities & Attributes

The successful candidate will ideally be proficient and experienced with the following technologies..

- Microsoft Windows client O/Ss in Active Directory domain environment
- Apple OSX client O/S and software environment
- Intel/AMD-based desktop/laptop/mobile equipment hardware
- iOS and Android mobile devices (smartphones, tablets)
- Microsoft Office suite of client applications (Outlook, etc)
- Wired/Wireless LAN architecture; DSL/Cable broadband WAN; Firewall and VPN
- VoIP, ISDN and PBX phone-system architecture
- Browser-based, Cloud-served SaaS, eg CRM
- Basic knowledge of MS/My SQL, Virtual Machine, Linux/UNIX, and general ERP software

..and demonstrate good time-management and organisational skills, resourcefulness, interpersonal/communication ability, with a keen desire to learn and ambition to progress within a business.

Reporting To :

IT Manager, Commercial Director.

