

Job Description

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| Job title: <i>IT Support Technician</i> | |
| <p><i>Are you looking for a role where every day is different? Where you're constantly challenged but supported too? Where the difference you make won't just be noticed, but vital?</i></p> <p><i>We need you to hit the ground running and provide IT technical support to all Cambridge Helpdesk customers and work alongside staff to help complete ongoing and new projects. As an IT Support Technician, you will be responsible for working on new & existing tickets that come from phone calls, emails and our support portal. Most of the support will be remote with opportunities for on-site work too if required.</i></p> <p><i>We don't expect every team member to know all the answers. We do expect everyone to pitch in, share knowledge and help each other out. As a result, we're a strong team. No job is beneath or beyond any of us, the Technical Director takes his turn making the tea, and everyone gets their chance to head up a project.</i></p> <p><i>The support you provide might include hardware and software support across many platforms; setting up new IT equipment; network troubleshooting and support; telecoms and more.</i></p> <p><i>Our customers come to us for IT Support and come back for everything else: we offer a wide array of services, online and in-person, to make their experience with Cambridge Helpdesk as comprehensive and welcoming as possible.</i></p> | |
| Department: <i>Technology</i> | Location: <i>Head Office – Chatteris, PE16 6TT</i> |
| Position reports to: <i>Technical Supervisor</i> | Position is responsible for: <i>Providing technical support to Cambridge Helpdesk customers</i> |
| Length of contract: <i>Permanent</i> | Salary: <i>Up to £22000 per annum based on experience</i> |

Main duties

1. *Provide remote technical support to customers across a range of products and services – with opportunities for on-site work if required.*
2. *To work as a team and independently to use IT skills including but not limited to troubleshooting & problem solving; working within a Windows environment and Mac environment; TCP/IP networking; mobile device management; telecoms; server and virtualization.*
3. *Monitor the helpdesk tickets and calls; raising and updating support tickets and ensuring deadlines & SLA's are met.*
4. *Work on assigned project tasks for customers, such as email & data migrations or office moves.*
5. *Managing customer assets from delivery to installation (some lifting might be required).*
6. *Communicate and provide information by relevant methods to assist the management team with their reports.*
7. *Set up, rebuild and support various hardware including PC's, Laptops, Macs, Servers, Phones and Printers.*
8. *Undertake any additional duties as required by the management team in line with the level of the job.*
9. *Adhere to stated Company policies and procedures relating to health & safety and quality management; proper user and care of equipment belonging to the customer or Company; GDPR for the customer or Company.*

Person specification

| | Essential | Desirable |
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| Qualifications | <i>Level 2 Pass in English & Maths</i> | <i>Any IT specific qualifications Full UK Driving licence</i> |
| Experience | <i>Using/troubleshooting Windows based environments 1-year experience of working in a technical support team Administering Microsoft 365/Office 365</i> | <i>Using and troubleshooting Mac OS and iOS / Android Further experience working in a technical support team Intune, Azure, GSuite administrator Remote support software such as TeamViewer, LogMeIn</i> |
| Knowledge | <i>Windows 10, Windows 7, Microsoft Office suite TCP/IP and network troubleshooting Microsoft 365/Office 365</i> | <i>Windows Server 2012+ Mac OS and iOS / Android Intune, Azure, GSuite administration IT security & GDPR policies to keep data safe</i> |
| Personal attributes & interests | <i>Good written & verbal communication skills with a confident telephone manner A good listener, able to understand problems and diagnose faults Able to manage workflow with multiple tickets</i> | <i>A willingness to learn new and existing technologies.</i> |