IT Technician – Kingswinford

**Contract:**  Permanent

**Full Time / Part Time:**  Full Time

**Hours:**  35 Hours Per Week Monday – Friday 09.0 – 5.00

**Department:**  Finance LCP

**Location:**  LCP House, Pensnett Estate, Kingswinford, DY6 7NA

**Salary:** Negotiable

**Purpose:**

To support the IT Manager in the operation and maintenance of computer systems and networks, providing an efficient and reliable IT service.

**Key Responsibilities:**

* Respond to IT issues, resolving network, hardware and software issues quickly and efficiently.
* Install computer hardware and software, update applications and perform diagnostic tests and maintenance on computer components.
* Assist in the set up of new IT equipment, ensuring equipment is fit for use.
* Setting up new starters and users, creating accounts as necessary and providing guidance on use.
* Build and repair laptops.
* Record and update IT inventory, including SAGE assets.
* Order items required through agreed suppliers as requested by the IT Manager.
* Prepare mobile phones for use, repairing faults and transferring numbers as required.
* Manage sharepoint, providing guidance and support as required.
* Maintaining the global address lists and managing mailboxes.
* Updating and maintaining the Company Intranet.
* Arranging and completing desktop set ups.
* Provide training on Office 365 and other programs.
* Papercut / printer support.
* Liaise with IT services, working collaboratively to maintain a best-in-class IT infrastructure that enables rather than constrains the efficient growth of the business.
* Provide assistance with the maintenance of landline contracts and services.
* Ensure that appropriate measures are taken to protect at all times, personal data and to comply with up-to-date legal matters.
* Support the IT Manager in delivering and maintaining Corporate networking for all sites.
* Server room maintenance, maintaining a safe working environment, managing the cabling, patching-in and resolving any issues as directed by the IT Manager.

**Person Specification**

* Proven work experience in IT Support or IT Technicians roles.
* Problem solving skills.
* Customer service oriented.
* Working knowledge of in-house computer networks.
* Experience in maintaining security systems, identifying risks, viral removal, cleaning infected hard drives after a security breach.

**Qualifications**

* Associate degree or advanced apprenticeship in Computer Science or relevant disciplines or equivalent qualification.