IT Technician – Kingswinford

Contract:	Permanent
Full Time / Part Time:	Full Time
Hours:	35 Hours Per Week Monday – Friday 9.00 – 5.00
Department:	IT Department
Location:	LCP House, Pensnett Estate, Kingswinford, DY6 7NA
Salary:	Negotiable

Purpose

To support the IT Services and Infrastructure 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 / Training

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