

## Job description

**Job Title:** IT Support Technician  
**Team:** IT Team  
**Reports to:** Head of IT  
**Based:** Head Office (Thame) 5 days a week

**Responsible for:** Primarily to maintain the day-to-day functions of the IT Support Helpdesk and assist with bespoke IT project work as and when required.

### Job Purpose

Looking to add a dynamic and driven IT Technician to work in our IT Support team.

Must be able to demonstrate a good all-round knowledge of Microsoft Office packages and be able to detect, diagnose and resolve most PC, Printer, router and peripheral device faults.

A team player with a professional personable attitude, a desire to provide a good service and a drive to learn and find new solutions to challenging problems

### IT Support duties will include:

Providing all levels of support via, email, telephone, remote support or on-site (if required) to clients in line with agreed standards and time frames.

Windows setup and support on end user devices.

Hands-on repairs, setup, configuration and upgrades to end-user devices.

Provide hands-on support for smart phones and MDM software.

Provide Desktop Support, Server Support, Network Support, System implementation and user testing.

Security Support Provide support on peripheral devices such as routers and Wi-Fi devices  
Evaluation and testing of potential new systems and solution security.

## **Key Skills/ Experience:**

At least 2 + Years working in an IT Support environment.

Previous IT support experience - either in house or customer-facing.

An understanding of the Microsoft Office 365 suite.

Comprehensive Windows 11 desktop O.S. skills.

A good understanding of Wireless technologies and LAN setup.

An understanding of Mobile device management and deployment.

Broad knowledge of IT Systems.

Basic understanding of Windows Server.

Basic understanding of Active Directory and group policy.

Proven hardware and software diagnosis/ troubleshooting skills, installation, configuration and support.

\*\* SharePoint, Azure and Intune experience would be advantageous , an appreciation for IT Security, GDPR, confidentiality and safeguarding of information.