



Job Title: IT Technician
Department: Administration
Reporting to: Finance Manager
FURTHER PARTICULARS

Role description:

Provide technical support to colleagues across the group of businesses via telephone, in person and using remote support technology as necessary.

You will have excellent first and second line IT skills and be able to deliver high standards of service along with efficient and timely verbal and written communications. You will also have a high regard to confidentiality and be able to undertake recurring IT&T tasks on a regular basis, reporting outcomes as appropriate to the Senior IT Technician and Finance Manager.

Responsibilities and tasks:

- Familiarity with Microsoft operating systems and office products
- Basic IT administration, including Active Directory, Microsoft Exchange and Office
- Rebuild a desktop or laptop PC using recovery media and install relevant applications
- Install software & operating system patches
- Accurately and diligently check client backup applications for failures, log and escalate as required
- Identify the basic components of a PC and server and describe their functions
- Setup and troubleshooting of networked devices
- Knowledge of TCP IP & OSI model
- VMware and Exchange knowledge
- Experience of phone systems SIP / ISDN / VOIP
- Understanding of SSL & IPSEC VPNs
- Ability to deploy & manage AV
- Ability to patch network cabling and configure primary VLAN's on switches
- Assist users with remote access and troubleshooting
- In addition to your main duties you will be required to carry out such other duties and deliver ad hoc projects consistent with your position to meet the needs of the Company and as the Company may from time to time require

PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications and experience	<ul style="list-style-type: none"> • Clear written and verbal communication • Strong IT proficiency - 1st and 2nd line support • Good understanding of fault severity and impact, assigning priority and logging information • Proficient user of Microsoft Office products 	<ul style="list-style-type: none"> • Previous experience of using outsourced IT providers • Working on multi-sites 	Application and interview
Knowledge	<ul style="list-style-type: none"> • Good understanding of license compliance and anti-piracy measures • Good understanding of IT security • VMWare products and how to configure and setup • MS Exchange server and how to configure, patch and maintain • Firewalls and routers 	<ul style="list-style-type: none"> • Virus removal knowledge 	Interview
Skills	<ul style="list-style-type: none"> • High level of attention to detail, good organisational skills and the ability to manage own workload whilst adhering to deadlines • Able to build and maintain relationships internally and externally • Able to communicate at all levels • Self-motivated, enthusiastic and confident person • Able to use initiative and strong team player • IT troubleshooting 	<ul style="list-style-type: none"> • Care driven and supportive approach • Problem solver 	Application and interview
Other	<ul style="list-style-type: none"> • Right to work in the United Kingdom • Full driving licence, with the ability to travel to multiple sites 		Interview
Values	<ul style="list-style-type: none"> • Integrity – We always endeavour to do the right thing • Innovation – We challenge ourselves to develop new and better ways to solve problems • Care – We care passionately about what we do • Education – We are totally committed to learning and sharing knowledge and information • Community – We work best when we work as a team 		Interview

Application process

Please send your cv and covering letter by email to:
recruitment@fitzpatrickreferrals.co.uk