



JOB DESCRIPTION

IT Support Technician - Proactive Appointments

£23,000

Full time

An opportunity has arisen for an IT professional to join our client's small IT team. The ideal candidate will have worked within an IT support role and gained experience in desktop support, hardware and software. A passion for IT with the ability to manage and prioritise multiple activities is essential, as is experience of Windows 10 and Networking (TCP/IP, DNS, DHCP). Microsoft Dynamics knowledge would be an advantage, although not essential. Based in a modern working environment with easy access to/from Tewkesbury, Gloucester, Cheltenham & Worcester, they offer a great workplace culture where employees are valued within a united and positive team atmosphere, all working to shared goals.

Main Duties:

- Delivery and installation of end-user hardware
- Diagnosing and resolving hardware-based technical issues
- Supporting and maintaining on-premise and cloud based Microsoft server/desktop environments
- Active directory / Office 365 Administration
- Installation of software to desktops and laptops
- Anti-virus installation and management
- Maintaining and updating technical documentation as delegated

Knowledge/Experience:

- A passion for IT, with experience of working in an IT support Team including ability to manage and prioritise multiple activities
- Be proactive, friendly and approachable with effective communication skills
- Microsoft Dynamics knowledge will be an advantage
- Windows 10, Networking (TCP/IP, DNS, DHCP)

The benefit package includes:

- A friendly and modern working environment
- Competitive Pension scheme
- Generous 28 days annual leave (& bank holidays)
- Surplus Share scheme
- Christmas shut down
- Early finish Friday
- Employee Assistance Programme
- Free on-site parking
- Discounted gym membership
- Free refreshments
- Cycle to work scheme
- Smart casual dress