

1st Line - IT Technician

Job Description

Full-time, Permanent

£25,000.00 to £27,000.00

Location: Hardwick, Cambridgeshire, CB23 7QJ

Travel: Local & National

November 2024



www.ask-itsolutions.co.uk



Ask IT Solutions Ltd is an MSP (Managed Service Provider) based in Cambridgeshire and operating throughout the UK.

Ask IT Solutions Ltd. was established in April 2016 and has enjoyed organic growth year on year. We aim to provide customers with a consistent, fixed-price service and a stable working environment.

We provide a full range of IT Solutions and services to small and medium-sized organisations. With our specialist knowledge in most aspects of IT, we can ensure our clients' IT systems are robust, efficient, and work effectively. We are a small business that prides itself on offering strong customer service, which enables us to give flexible and personalised support to all our clients.

We understand that our clients' IT environments are critical to their business and, as such, need to be robust, fit for purpose and secure. Technology is fundamental to the continuity and growth of all businesses.

Our Mission

Our Mission is to be the leading IT support provider in Cambridgeshire, across East Anglia, and the Southeast, delivering world-class service and technical innovation. Our key focus is on customer service, and we strive to build long-term relationships with all our clients. We aim to achieve this through providing outstanding support that is clear and simple to understand with no hidden costs.

Our focus is to be our client's first point of contact with questions or queries concerning any aspect of IT. Our clients know that we take ownership of IT, and if problems arise, we stick with them until they are fully resolved.

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We are excited to be offering an excellent opportunity for a 1st Line IT Technician role within our growing, friendly and hardworking team.

As part of our support team, you will primarily support our customers. You will require a broad spectrum of knowledge, a friendly can-do attitude, and the ability to work as part of a team.

Together, we will ensure our customers benefit from an effective, efficient, and professional IT support service through on-site customer support visits and the use of various remote technologies when working from our Service Desk.

We have heavily invested in our Service Desk PSA (Professional Services Automation) over the last two years and have created full and part automation to help make some mundane daily tasks easier and quicker to resolve.

A large element of this job is building professional relationships and delivering high-quality customer service. You will liaise regularly with customers, work closely with fellow team members, and be able to organise your workload effectively whilst working within a close-knit team.

Our customers are varied Public Sector organisations, businesses, and charities. The role primarily involves working across Cambridgeshire and the surrounding areas and occasionally across some more national areas, supporting our customers through on-site visits.

There will also be opportunities to join our project team and support and implement large-scale IT and infrastructure projects.



Key Accountabilities

- Provide 1st line telephone, e-mail, and face-to-face support to our clients
- Assist and provide initial configuration and troubleshooting, installation and support
- Use service desk software to manage workflow and provide timely, appropriate feedback to clients and other members of the team
- Assist with the development and implement new technologies
- Ensure the Asset, Audit and Inventory systems are always updated. Make regular checks to maintain compliance
- Develop effective working relationships with the team ensuring good communication at all times
- Deliver training were deemed appropriate to end users
- Ensure compliance with data protection and related current legislation and ensuring good practice is adhered to by users
- Comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description.

An icon representing access control, showing a hand holding a keycard and inserting it into a lock.


ACCESS
CONTROL

An icon representing CCTV, showing a camera lens and a monitor screen.

CCTV

An icon representing managed WiFi, showing a wireless signal symbol.

MANAGED
WIFI

An icon representing data migrations, showing two database cylinders connected by an arrow.

DATA
MIGRATIONS

An icon representing servers and networking, showing a central server unit connected to several smaller units.

SERVERS &
NETWORKING

An icon representing IP telecoms, showing a telephone handset with a wireless signal symbol.

IP TELECOMS

You will naturally need proven IT skills, but the ability to communicate well at all levels is equally important.

Essential Skills & Experience

- Desktop Support Windows 10/11
- Basic Networking Understanding
Network Maintenance and Monitoring
- Working knowledge of servers and some key functions such as Active Directory and GPO
- Working Knowledge of Software Deployment & Management Systems
- Working knowledge of Microsoft 365
- Ability to use initiative and problem-solve
- Working in a systematic, methodical way
- Excellent Communication skills and establishing good relationships with clients and colleagues
- Team player but also able to work alone
- Able to collaborate with colleagues and clients
- Helpful and positive attitude
- Ability to be an effective timekeeper and able to manage and organise your own time
- Ability to work to deadlines and a willingness to respond positively to all aspects of work

Desirable Skills & Experience

- Firewall configuration, VLANs and subnetting
- Endpoint Device Management (Intune/Endpoint Manager and MECM)
- Hardware Maintenance & Support (including RAID configuration and Servers)
- Hyper-V / VM Ware

A full clean UK driving license is essential

An enhanced DBS is required to be completed by the preferred candidate following the interview.

1st Line - IT Technician

Schedule & Benefits



The working hours for the role are based on an 8-hour shift between the hours of 8:00 and 17:00.

Job Type: Full-time, Permanent

Salary: £25,000.00 to £27,000.00 is available (dependent upon skills and experience)

Benefits

- 25 days of annual leave (+ bank holidays), rising to 28 after 3 years of service. This includes your Birthday off work. No one should have to work on their birthday, so we give you the day off!
- Annual Discretionary Bonus based on company performance.
- Company pension - Offered after the probationary period
- Office snacks & drinks regularly provided
- Company Social Events
- Private Medical Cover - Offered after 1 years' service.
- CPD—We have an unrestricted budget for employee training. We want to help employees progress through our company and give them every opportunity to succeed, not only in themselves but also in the progression of our company.

Application Process

Please send your CV to careers@ask-itsolutions.co.uk

Closing Date: **20/12/2024**