

Function: IT

Reports to: IT Service Operations Manager

Purpose

The role of the IT Support Technician is to provide technical support to the computer users and smart device users throughout the Stannah group of companies.

Key tasks and responsibilities

- Log and process support requests using a ticketing system.
- Aim to ensure that tickets are completed within an agreed timeframe.
- Escalate recurring issues to the biweekly IT Support meeting.
- Effectively interact with other members of the department and third-party providers to provide solutions to technical issues.
- Build, configure and support computers running Microsoft Windows operating system and associated applications.
- Configure and support Apple and Android smart devices.
- Travel to Stannah sites (UK and Subsidiaries).
- Occasional out of hours work.

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the IT function.

Skills and Experience

- Ability to plan, prioritise and organise workloads
- Hold a full valid UK Driving Licence
- Flexible to travel to UK and Subsidiaries as requested, sometimes at short notice

Personal Attributes and Behaviours

- ✓ Excellent communication skills with the ability to interact at all levels and with different departments
- ✓ Calm & effective under pressure

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate complex technical and sensitive information.

External

External agencies including suppliers and customers.

Education and Qualifications

Desirable (or equivalent):

- BTEC Diploma in Computing
- Microsoft MCP
- GCSE Maths and English

Managerial and Supervisory Responsibility

- No supervisory responsibility required

Other Information