**POSITION DESCRIPTION: IT Support Technician**

**DEPARTMENT:** Information Technology Department

**LOCATION:** Head Office, Chandlers Ford

**POSITION PURPOSE:** The role of IT Support Technician is responsible for ensuring the smooth operation of our IT systems and infrastructure by providing effective first and second line support to users across all aspects of Workdry companies. This position involves providing technical support to end-users, maintaining hardware and software deployed to end users, whilst ensuring the security and efficiency of our IT environment and liaising with infrastructure support were required. Visits to branches across the UK will be required on occasion to aid support and deployment of new services.

**RESPONSIBLE TO:** IT Support and Implementation Manager

**REGULAR CONTACTS: External** Suppliers

**Internal** All Workdry, Selwood and Siltbuster employees

**MAIN RESPONSIBILITIES:**

* Provide helpdesk support for all computer users covering all Workdry systems, software, hardware, cybersecurity, general computer operation, logging calls placed with external support companies when necessary.
* Mobile devices - Order new connections, accessories and upgrades and provide support for all company mobile device users. Manage and maintain mobile device management software and ensure all details are up to date.
* Support and provide first line trouble shooting for the computer network, including but not limited to branch connections, Wi-Fi access points, routers, and switches. Escalating to senior members of the team when required.
* Ensure that all IT equipment is recorded correctly in the data base and is updated accordingly, assigned to the correct user, and audited on a regular basis.
* Assist with the setup and deployment of new equipment within agreed processes and timeframes.
* Undertaking small to medium-sized IT projects as instructed by the IT Support and Implementation Manager to support the IT team and wider business objectives.
* Set up, install, configure, and maintain authorised software to laptops, desktop, phones, and tablets.
* Perform regular maintenance and updates where required on IT systems and equipment to ensure optimal performance.
* Plan and run all batch jobs and maintain the operational Jade (our operational database) ensuring operating procedures are kept up to date. Working remotely when necessary.
* Monitor and maintain the stock levels of equipment in the stockroom including and not limited to laptops, tablets, phones etc.
* Ensure the documentation of all computer systems is kept up to-date always ensuring accuracy.
* Create and maintain documentation for IT processes, procedures, and troubleshooting guides.
* Provide training and support to employees on the use of IT systems and applications.
* Collaborate with external vendors and service providers to resolve technical issues.
* Communicate professionally with internal and external stakeholders to build and maintain good working relationships.
* Performing basic administrative support duties, as required, to meet specific operational objectives.
* Ensure that all tasks are carried out within the company’s Health and Safety Policy, and any relevant Codes of Practice, including COSHH (Control of Substances Hazardous to Health Regulations) sheets and other instructions, to minimise risk to themselves and other personnel and that good housekeeping applies.

The main responsibilities are outlined above. This is not a definitive list, and other tasks/activities may be necessary, as the Company’s commercial activities require.

**QUALIFICATIONS & EXPERIENCE:**

**Essential:**

* Proven experience as an IT Support Technician or in a similar position.
* A Level (or similar qualification) in ICT.
* Degree in an IT related field would be desirable, but not essential.
* ITIL (Information Technology Infrastructure Library) foundation.
* Driving licence endorsed with no more than 6 points at any one time.
* Able and willing to drive to different sites within the UK to meet the needs of the business.
* Proven track record of being proactive, detail-oriented, and capable of managing multiple tasks in a fast-paced setting.
* Strong knowledge of Microsoft Windows Operating Systems and Microsoft 365 applications.
* Knowledge of network configurations, including local and wide area network and Wi-Fi.
* Familiarity with cybersecurity best practices and antivirus software.
* Excellent problem-solving skills and attention to detail.

**Desirable:**

* Experience in the manufacturing, infrastructure, construction, or similar industry.
* Knowledge of similar systems and other business software applications used in the pump manufacturing, sales, and rental industry.
* Good communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
* Strong knowledge of helpdesk, backup, mail protection, multifactor authentication, mobile management, and android software.