

IT Support Technician



Job Purpose

Reporting to the firm's IT Manager the successful candidate will provide IT Desktop Support and assistance to the firm's staff in our Hull, Beverley, Driffield and Bridlington offices as well as Windows Server support. This will be a full-time position based in our Hull office.

Key Tasks/Job Responsibilities

- Providing first/second line support and assistance to employees in IT-related matters as part of a 2-person team.
- Escalating IT issues to the IT Manager where necessary.
- Diagnosing, researching and resolving technical issues.
- Undertake IT projects as instructed by the IT Manager.
- Assist in maintaining existing hardware and software to agreed standards.
- Preparing documents and training guides.
- Performing updates to documents and workflows on a legal document management system.
- To deploy PCs and associated peripherals including new installations and the redeployment of existing equipment.
- To deploy new Windows servers, both physical and virtual, and maintain current systems.
- Ensure pro-active process management on agreed procedures such as Disaster Recovery & Business Continuity.
- Be confident in providing IT training to individuals and small groups.
- Ensuring that a high level of service and support is provided to all employees.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.

Personal Specification

- A technical IT qualification awarded by a College or University, or a professional Microsoft accreditation.
- A minimum of 3 years' experience working in an IT technical role.
- A positive, friendly, can-do attitude.
- Good interpersonal skills, demonstrating maturity and professionalism in all dealings. Able to deal sympathetically and appropriately with staff.
- Able to work effectively as part of a team.
- Good time keeping.
- An expert using Office 365 applications both in use and support.
- Knowledge and experience of fault-finding and supporting Windows Server, Active Directory, Exchange and Windows 10 desktops.
- Knowledge in networking, VPNs and LAN/WAN infrastructure.
- Experience of Mobile Device Management (MDM) and supporting remote devices.
- Experience of virtual servers and Microsoft Exchange Online.
- Experience of working with a case management system in a legal environment is an advantage, but not essential.
- Some programming experience would be an advantage, but not essential.
- Driving licence and transport is preferable, although not essential.

How to Apply

If you are interested in this position, and would like to apply, please send your CV with covering letter, either by email or post to:-

Mr Brian Cook, 45 Lowgate, Hull, HU1 1EN
e-mail: brian.cook@williamsons.co.uk

NO AGENCIES