

Available vacancy: Junior IT Support Technician

Term: Full time

Key Task Areas:

1. To provide telephone and desktop IT support to internal users, including
 - Setting up new workstations
 - Software support including MS Office, Laserforms, Visualfiles, Totalspeech and Adobe products
 - Printer and multi-functional photocopier support
 - Setting up projectors and related PCs
 - Investigating, diagnosing and rectifying simple faults
 - Escalating issues to the IT Manager where necessary
2. To note problems and identify performance trends, taking corrective and/or preventative action as required, referring to the IT Manager as necessary
3. To respond to requests logged via the IT helpdesk
4. To complete related administration as required
5. To support the implementation of the IT Plan
6. To deliver IT service to defined Service Level Agreements and in accordance with the firm's IT policies and procedures
7. To liaise with third party support companies in relation to software applications and hardware maintenance as directed by the IT Manager
8. To liaise with the General Office Manager and order printer/photocopier consumables to ensure sufficient stock levels are maintained

Skills and Abilities

- Must be organised, methodical and accurate
- Ability to work under pressure and to deadlines
- Ability to work without close supervision
- Ability to work effectively as part of a team
- Good communication skills both verbally and in writing
- IT literate including good working knowledge of Microsoft Office Applications
- Ability to think ahead and use initiative
- Ability to communicate courteously in a clear and concise manner with both clients and colleagues
- A polite, friendly and confident telephone manner
- Excellent time management skills
- Conscientious and common sense approach to work
- High levels of accuracy and good attention to detail
- 5 GCSE's at grades A-C, including ICT

Other

- Must have a flexible attitude to work and time
- Tidy personal appearance

Please email CV to recruitment@judge-priestley.co.uk to apply or for further information.

If your application is unsuccessful we may keep your personal data on file for up to 12 months. We recommend that you read our Job Applicant Privacy Policy which you can find on our website.

Judge & Priestley is committed to equality of opportunity and welcomes applications from all sections of the community.

We will offer an automatic interview to candidates who meet the minimum requirements for the role and have a disability under the Equality Act 2010. Please call our HR department on 0208 290 0333 if you believe that this applies to you.

Please note that upon acceptance of an offer of employment all successful applicants are required to undergo a Basic Disclosure for unspent convictions.