JUNIOR SUPPORT TECHNICIAN

ABOUT THE ROLE

The Server & Desktop team works closely with the Help Desk and other support teams to deliver an efficient and cost effective IT service to the Redrow group of companies. The responsibilities of the IT Support team include help desk, fault resolution, daily operations, supply of all IT equipment, installation, security, and infrastructure and research projects. The post holder will be heavily involved with day-to-day Help Desk activities, as well as some involvement with operations, general support of the Redrow IT infrastructure, installations/pc builds and perhaps project based work.

KEY RESPONSIBILITIES

1. **HELP DESK**

   - Provide assistance and support to the IT Help Desk (first line as required) - general call taking and incident recording.

   - Provide a professional and efficient approach to solving allocated Help Desk issues within expected timescales; ensuring that customers are kept fully informed of progress at all times (may include weekend, bank holiday and other company holiday periods).

   - Provide general (but limited) assistance to users in using internal systems and 3rd party supplied software packages (but not training).

2. **OPERATIONS**

   - Maintain topicality of the Help Desk and asset database at all times.

   - Perform regular operational checks required by the department, both morning and afternoon (flexible approach to standard working hours is required), as rostered.

   - Ensure department office space is kept clean, tidy and organised at all times.

   - Assist with the departmental day-to-day operational activities (as required).

3. INSTALLATION

- Utilise remote control/deployment tools (SCCM) to build equipment efficiently and minimise the need for ad hoc or otherwise visits.

- Assist in the support of office moves, including onsite and weekend working when required.

- Setup, configure, deliver and install hardware and software to user's requirements by scheduled target dates according to departmental/company documented standards.

- Provide assistance with many aspects of provisioning, delivery, configuration, packaging, shipment, installation, returns and disposal of equipment, demonstrating a keen customer awareness and focus at all times (as required).

4. SUPPORT

- Assist with the upkeep of the company's desktop and server infrastructure (as required).

- Provide general (but limited) assistance to users in using internal systems and 3rd party supplied software packages (but not training).

- Attend site/regional offices as required by the department (locations across the country), providing a professional, punctual and courteous service.

5. DOCUMENTATION

- Maintain user, reference, Disaster Recovery and misc. other documentation as required.

6. SECURITY

- Help ensure appropriate internal and external security systems and procedures are in place at all times, including access to data and systems, passwords, firewalls, anti-virus measures etc.

- Report to management breaches in security.

- Ensure the Group IT Security and Health & Safety standards are followed.

7. RESEARCH AND DEVELOPMENT

- Produce proposals for and implement agreed projects from time to time.

THE PERSON

What kind of person are we looking for?

- Self-motivated and driven
- Keen interest in technology and computers
- Team player as well being able to work independently

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.