JOB DESCRIPTION

Job Title: Information Technology (IT) Support Technician

Responsible to: Manager

Job Purpose:

IT support technicians provide assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment. The role of the IT support technician is to provide a line of support for all clients and staff that need support from FoleyPLEX. The IT Support technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT support staff work in a dynamic, fast-paced environment which provides services over the phone, through email, in person or remote support.

MAIN DUTIES AND RESPONSIBILITIES:

- To Diagnose and resolve software and hardware incidents, including operating system (window and Mac) and across a range of software applications.

- Due to the nature of the work, you may be expected to work shifts or be on call. It may be necessary to work extra hours to finish a job.

- To assist all our users with any logged IT related incident when called upon

- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.

- To accurately record, update and document requests using the provided sheets

- To install and configure new IT equipment

- To resolve incidents and upgrade different types of software and hardware

- To resolve incidents with printers, copiers, and scanners

- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.

- To be a highly-motivated team player with the skills and ability to manage changing priorities
- Exhibit a flexible approach to working on a Rota basis and provide necessary cover where needed.
- Be willing to attend internal training as necessary to keep up to date

- Maintains client confidence and protects operations by keeping information confidential.
- To work within the relevant legislation, policies and procedures.

- Maintains historical records by documenting hardware and software changes and revisions.
- There is often considerable pressure to work as fast as possible to deal with problems and achieve immediate results in all situations, either to ensure the minimum loss of manufacturing or customer-contact time, or to enable members of staff to use their computer again.

- Considerable client contact is usually required.
- If you have responsibility for hardware or networks, you may have to lift and carry equipment and stretch to access items in awkward places. The dress code tends to be casual, reflecting the physical nature of the work, but you are typically expected to maintain a reasonable standard of smartness.
- Travel within a working day is sometimes needed and may be required at short notice.
- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer systems and networks;
- talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
- troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- replacing parts as required;
- providing support, including procedural documentation and relevant reports;
- following diagrams and written instructions to repair a fault or set up a system;
- supporting the roll-out of new applications;
- setting up new users' accounts and profiles and dealing with password issues;
- responding within agreed time limits to call-outs;
- working continuously on a task until completion (or referral to third parties, if appropriate);
- prioritizing and managing many open cases at one time;
- rapidly establishing a good working relationship with customers and other professionals, such as software developers;
- testing and evaluating new technology;
- conducting electrical safety checks on computer equipment.

ADDITIONAL SKILLS

You will need to show evidence of the following:

- the ability to think logically;
- a good memory of how software and operating systems work;
- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution;
- the ability to work well in a team;
- problem solving skills;
- a strong customer focus;
- the ability to priorities your workload;
- attention to detail.
- Familiar with Exchange email environments
- Hyper-V and VMware environments
- Server 2008 and up
- Windows operating systems from windows XP to windows 10
- AutoCAD is a plus
- Cabling a small office or building CAT5, CAT5e, CAT6 Keystones, Patch Panels etc...is a big plus.