

## Vacancy Notice

### IT Technician

<b>Role</b>	<b>IT Technician</b>	<b>Reports to</b>	<b>IT Manager</b>
<b>Department</b>	<b>Finance</b>	<b>Location</b>	<b>Llangeinor (but responsible for multiple sites)</b>
<b>Overview of Role</b>	Reporting to the IT Manager, the IT Technician will be responsible for the day to day support of the IT systems, networks and supporting software.		
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• First line of contact and support to end users via telephone, email and face-to-face;</li> <li>• Raising and updating user support issues;</li> <li>• Providing desktop / server based support;</li> <li>• Where appropriate provide basic training and advice of software use after installation</li> <li>• Troubleshooting and isolation as well as performing Systems Administrator duties within a Windows Active Directory environment including: <ul style="list-style-type: none"> <li>○ Group policies;</li> <li>○ User accounts;</li> <li>○ Mailboxes;</li> <li>○ Permissions.</li> </ul> </li> <li>• Performing diagnostics of common network problems;</li> </ul>		
<b>Intrinsic Skills Required</b>	<ul style="list-style-type: none"> <li>• Understand and manage our key IT (e.g. Syspro, Microsoft Office, networks, mail system)</li> <li>• Assist in providing IT solutions as and when the business demands</li> <li>• Understands and assists in maintaining the IT infrastructure required to keep the companies systems running</li> <li>• Ability to work to tight deadlines and under pressure to achieve these</li> </ul>		
<b>Required Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education</li> </ul>		
<b>Preferred Experience/ Skills</b>	<ul style="list-style-type: none"> <li>• An in-depth knowledge of Windows desktop operating systems and Microsoft Office applications.</li> <li>• Experience of using a helpdesk ticketing system.</li> <li>• 1st line technical support experience</li> <li>• Good understanding of:- <ul style="list-style-type: none"> <li>○ LAN/WAN architecture including TCP/IP, DNS, DHCP, WINS, Wireless</li> <li>○ Firewalls, VPN, Switches, Routers. (Cisco, HP Aruba networks).</li> <li>○ Microsoft Server 2016/2008/2003 and Active Directory.</li> <li>○ Microsoft Exchange server 2016.</li> <li>○ VOIP.</li> </ul> </li> <li>• Basic understanding of ERP/MRP functions would be beneficial but not essential.</li> <li>• Motivated, enthusiastic and trustworthy.</li> <li>• Good general communication, presentation and interpersonal skills</li> <li>• Drive and energy combined with ambition</li> <li>• Ability to work under pressure and to meet deadlines</li> <li>• Ability to self-manage workload</li> <li>• Pro-active and organised</li> <li>• Ability to work as part of a team</li> <li>• Excellent end user service skills.</li> <li>• Good analytical and problem solving skills.</li> </ul>		

If you are interested in applying for this role please submit an application form to HR no later than

**5pm on Monday 29 October 2018**