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| **Job Title** | IT Support Technician |
| **Department** | IT |
| **Business unit** | Restore Technology |
| **Location** | Cardington |
| **Hours Per Week/days** | 37.5 hours |
| **Reports to (direct)** | Head of Planning and IT |

###### **MAIN PURPOSE OF JOB**

The Restore Technology IT Team is seeking a proactive and customer-focused IT Support Technician to join us. You will be the first point of contact for IT support requests, providing effective technical assistance and ensuring high levels of customer satisfaction. Your role will involve diagnosing and resolving technical issues, escalating complex cases, and supporting the day-to-day IT operations of the organisation. This is a role that could be based at our Cardington depot, and there will be a requirement to travel to our other regional depots from time to time.

###### **KEY ACCOUNTABILITIES**

* **Helpdesk Support:** Respond to and resolve technical support requests via phone, email, or ticketing systems.
* **Troubleshooting:** Diagnose and troubleshoot hardware, software, and network issues.
* **Installations and Setup:** Configure and deploy workstations, printers, and other peripherals & equipment.
* **Account Management:** Assist with user account creation, password resets, and access permissions within Restore Technology production systems.
* **Software Support:** Install, update, and provide support for common business applications (e.g., Microsoft Office Suite, email clients).
* **Networking:** Basic troubleshooting of network connectivity issues, including Wi-Fi and LAN connections.
* **Documentation:** Maintain accurate records of support requests, resolutions, and IT assets.
* **Escalation:** Escalate unresolved issues to higher-level support or external providers when necessary.
* **Proactive Monitoring:** Identify and report recurring issues and contribute to the development of solutions.
* **IT projects:** support improvement projects within the IT team and across the Restore Technology business where IT involvement may be required.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* **Technical Knowledge:** Familiarity with Windows operating systems, basic networking concepts, and common business applications.
* **Experience:** Experience in an IT support role or related field is preferred.
* **Customer Service:** Strong problem-solving skills and a customer-centric approach.
* **Communication:** Excellent verbal and written communication skills.
* **Organisation & project management:** Ability to manage multiple tasks effectively and prioritise workload.
* **Education:** GCSEs or equivalent; relevant IT certifications (e.g., CompTIA A+, ITIL Foundation, Microsoft Fundamentals) are a plus.
* **Driving licence:** a UK driving licence and ability to travel is required to provide support to our regional depots.

**Desirable Skills**

* Experience with Active Directory and Microsoft 365 administration.
* Knowledge of ITIL processes.
* Familiarity with remote support tools and ticketing systems.
* Exposure to basic cybersecurity practices.
* Experience of software deployment & implementation projects

\*\*\* The above is not an exhaustive list but an outline of key responsibilities. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

**COMPLIANCE RESPONSIBILITIES**

* Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.
* Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/manager.

Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

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| **APPROVALS:**  **Manager**  Name: ………………………………………………...  Signature:……………………………………  Date:…………………………………………… | **Post Holder**  Name: ……………………………..………………………..  Signature:…………………………………………  Date:……………………………………………… |

**NB. The Company reserve the right to amend or update this job description as the demands of the business develop.**