Job Specification

IT Network and Systems Technician
(Lincoln based)

We require an enthusiastic individual who is looking to continue their career in IT. Reporting to the IT Manager your role will primarily be first and second line support to our team of 100. Based primarily in Lincoln, you will work across all offices. As well as support, the role includes planning, designing, installing, configuring, maintaining, and optimising all network hardware and software while ensuring minimal network downtime.

General Responsibilities

- Working alongside our existing IT team you will be experienced in working within IT and will be the second line of call for all internal IT queries from our team

- React to both telephone and email queries

- Responsible for logging and prioritising support queries within the service desk

- Responsible for delegating work to the front line support and ensuring a timely resolution to any problems

- Perform regular routine tasks and preventative maintenance of systems

- Work with the IT team on on-going IT strategies & development projects

- Assist with training staff

- Work with suppliers to support the service delivery

- Assist the IT Manager

Skills and Qualities required

- GCSE English Language and Mathematics Grade C as a minimum

- Have completed an IT qualification such as a HNC/D or equivalent qualification

- Have at least one MCP in a recent Microsoft software platform

- Experience of Microsoft Active Directory and Windows 2012 R2 server is essential

- Experience of VMWare, Citrix and Office 365 and Windows 10 is desirable

- Knowledge of Cisco hardware support (Routings & Switch) is desirable

- An excellent awareness of the latest developments in IT

- Genuine interest in developing a career in IT

- Clean driving licence and access to a car for business use

Personal Skills

- Motivated and committed to provide an excellent service to our team

- Enthusiasm and eagerness to learn and develop your IT skills

- Capable of working to deadlines

- Flexible and adaptive to changing business needs and priorities

- Strong analytical and problem-solving skills, with an exceptional eye for detail

- Able to produce documentation to a high standard

- Excellent organisational/prioritising skills

- Excellent communication skills

- A creative flair to identify how new technologies can help support and drive the business forward

Reporting to – IT Manager

Working Conditions & Package

- 40 hours per week; 5 days per week

- Salary TBC

- Training support

- Bonus scheme

- Contributory pension scheme

- Healthcare Cashplan scheme*

- PHI scheme*

- Death in service scheme

*on successful completion of probationary period