



Job Specification

Technology Consultant (Service Desk)

Full time

Based at - Newark office

Reporting to: Senior Technology Consultant

Job overview:

- Provide an excellent first point of contact within I.T. for all enquiries.
- Record, prioritise, assign, and manage all requests and incidents reported to the service desk.
- Exceed customer expectations and communications via telephone, email, and face to face.
- Escalate to our other team members, and third parties where appropriate.
- Recording and tracking project issues and escalating to the necessary individuals and be actively involved in small to large projects.
- Document new processes, knowledgebase articles, amending and proposing new documents.
- Manage users and permissions and carrying out audits of our systems.
- Setup, provide and maintain I.T. equipment for staff members.
- Assist with I.T. inductions.
- Support a range of I.T. administration tasks including ordering of hardware and software.

Skills required for this role:

Previous experience in a Service Desk support role providing end user support, in a time critical environment.

- You will have excellent customer service skills and an ability to communicate information to colleagues with varied levels of technical knowledge across all functions within our business.
- You will have the ability to do this with a cool head whilst managing differing priorities.
- You will have strong organisational skills, having the ability to multi-task and demonstrable knowledge of I.T. Service Delivery best practices.
- Be able to drive and have access to a car to visit our offices.

Essential technical skills:

- Use of Active Directory and Office 365/Azure user and group administration.
- Microsoft Intune implementation and Admin.
- Word, Excel, PowerPoint, and Outlook.
- Excellent Teams and SharePoint administration.
- Mobile Device Management with Android and Apple.
- Windows 10/11.
- Remote desktop.
- Print management.
- Basic hardware diagnostics/triage.
- I.T. asset management.

Desirable skills:

- Azure Virtual Desktop experience.
- Experience of working in a professional services organisation.
- Azure Foundation AZ-900 certified.
- Azure Administration AZ-104 certified.
- A relevant Microsoft I.T. qualification.

Working Conditions & Package

- Full time – 37.5 hours per week
- Office based
- 23 days' (FTE) annual leave plus bank holidays
- Annual leave trading scheme *
- Salary dependant on experience
- Contributory pension scheme
- HealthPlan cashback scheme
- Permanent health insurance scheme *
- Death in Service benefit

(*Upon successful completion of probationary period)

To apply email your CV and covering letter setting out why you want to work for Wright Vigar and detailing your experience and current/most recent salary to John Richmond (HR Manager):

vacancies@wrightvigar.co.uk

Please quote reference WV24/IT-TC in all correspondence

By sending an application/CV to Wright Vigar, whether for a specific role or speculatively, you acknowledge you are providing some personal details which we will keep for a period of no more than 12 months, unless you become an employee of the Company.