



IT Support Technician

Purpose

The IT Team require an additional team member to help manage day-to-day activities on the Support Desk and help continue improvements and deliver new technology aligned within the strategic IT roadmap.

Job Dimension

This is a great opportunity for an experienced Support Desk Technician with a good understanding of Windows platforms.

The individual will be responsible for working within the Support Team assisting current first line support members, managing day-to-day support issues, but also with experience in resolving more complex incidents and problems.

The Support Desk Technician is required to be an enthusiastic self-starter who has a high standard of attention to detail.

Key Responsibilities and Accountabilities

The key responsibilities of the role include:

- 1st and 2nd Line IT Support
- User Administration
 - Active Directory
 - Exchange
- Provide a high standard of Service Support and Customer Service to the business via, Deskside Support, Email and Telephone
- Possesses great and confident verbal and written communication skills
- Create, manage and evolve Policies, Processes and Procedures
- Create, manage and transfer knowledge
- Prioritise and manage workload effectively
- Support users on both hardware and software applications
- Desktop and Laptop Builds
- Desk moves / deployments

£32,496 - £35,961 (Grade 6)

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If applying externally please include your CV and salary expectations.

Apply to: Ian Limb, Head of HR, PO Box 8,
Havant, Hants PO9 1LG

E-mail: jobs@portsmouthwater.co.uk

Website: www.portsmouthwater.co.uk



We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

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Closing date: 3 JUNE 2022



Skills Knowledge and Experience

The ideal candidate will have a high level of Customer Service experience having spent a minimum of 3-5 years supporting Windows Desktops and Infrastructure within an Enterprise environment. The following skills would be beneficial to the role:

- Active Directory user and computer administration
- Windows 8,10 administration
- Windows Server 2012R2 and above administration
- Exchange mailbox administration
- Excellent Customer Service skills
- Service desk tools
- Strong troubleshooting and problem-solving skills
- Ability to knowledge transfer within the team
- General Network administration and troubleshooting, TCP/IP, WAN, LAN, Wifi
- Android and IOS mobile device management and administration
- Candidates with Microsoft Certifications would prove advantageous

Other General Requirements

- To carry out additional tasks as may be considered fair and reasonable
- Comply with the Health and Safety policies and procedures
- Working at all times in line with our values of Excellence, Respect and Integrity as well as a proactive approach to Health & Safety
- Be flexible and adaptable