

IT SUPPORT TECHNICIAN

We're making a difference: Together, we can ensure that there is enough water for everyone, now and in the future.

Are you looking for your next opportunity in IT Support and consider yourself a natural problem solver?

Do you have a passion for learning new technologies and providing solutions that will help achieve operational excellence?

If so, this role could be for you.

We are seeking a proactive and dedicated IT Support Technician to join our team who will help us deliver an excellent IT support service. This role will provide essential first-line support for all IT-related issues within Portsmouth Water, ensuring that staff can work efficiently and effectively.

This role requires you to be a team player first and foremost; able and willing to take responsibility to see a request through to resolution. You should be able to build relations with your teammates and customers alike, have a confident telephone manner and helpful disposition, along with a can-do attitude.

Whilst customer-facing skills and team ethics are at the core of our values, you will be working within an environment that is going through significant transformational change and expose you to a number of technologies and systems with plenty of opportunities to develop your expertise and knowledge.

Key Responsibilities: (continued on next page)

- Provide first-line support for all IT-related issues within the business, ensuring that staff can work efficiently and effectively



320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources



Excellence | Integrity | Future Focus

£36,396-£40,276

**+ NON-CONTRACTUAL BONUS RELATED TO
COMPANY PERFORMANCE OF UP TO 6% OF
BASIC SALARY**

Hours:

Full-time | Permanent

Holiday:

24 days increasing up to 28 days,
plus bank holidays

CONTINUED

CLOSING DATE: 29 AUGUST 2023

- Maintain, troubleshoot, and repair on-premise IT estate, including endpoints, desktops, laptops, printers, and other peripherals.
- Administer and support core Microsoft 365 services, including Exchange, SharePoint, Teams, OneDrive, and other associated applications.
- Develop and maintain documentation for IT processes, system configurations, network mapping, and service records.
- Collaborate closely with stakeholders to understand their needs and provide appropriate IT solutions.
- Assist in the implementation of IT projects such as system upgrades and migrations.
- Respond to and resolve help desk requests in a timely and efficient manner.

Experience and Qualifications Required:

- A degree in Computer Science, Information Technology or a related field, or equivalent experience (Preferred).
- Proven experience in a similar role providing IT support in a corporate environment (Required)
- Solid knowledge of Microsoft 365 applications, including Exchange, SharePoint, Teams, OneDrive, and others (Required)
- Experience in routine system maintenance tasks such as checking system logs, data backups, and ensuring the running of scheduled jobs (Preferred)
- Ability to troubleshoot and repair IT hardware including endpoints, desktops, laptops, printers, and other peripherals (Required)
- Excellent documentation skills with the ability to develop and maintain IT processes, system configurations, network mapping, and service records (Required)
- Strong communication and interpersonal skills with the ability to work closely with stakeholders at all levels (Required)

What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

Excellence in water. Always.
Committed to a sustainable future together



Excellence | Integrity | Future Focus

Apply Today

If you have the skills and experience to excel as our IT Support Technician, apply today at jobs@portsmouthwater.co.uk

We recognise people want to work in a variety of different ways, this means we are happy to consider flexible working arrangements. Please talk to us at the interview about the flexibility you may want.

We support equality, diversity and inclusion and encourage applications from all sections of society. The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

[Apply Now](#)