

Job Description: IT Support Technician

Reporting to – Development Manager

Place of work – Liverpool Street, E1

Hours of work – 8.30 to 17.00

Contract – Permanent, full time

Salary – £25,000-£28,000 p.a. dependent on experience

First-Line Support:

- Provide first-line technical support to Ruth Miskin employees and users of third-party and company software (occasional out-of-hours work required)
- Work with the Tech team to monitor support requests and use information to determine where systems can be improved
- Document FAQs and create help guides

Hardware and Network Support:

- Set up and (remotely) maintain employee laptops, plus office equipment including cabling, peripherals, and printers (Mac OS, iOS, Windows)
- Asset and inventory management
- Manage the office Internet, security access and VOIP phone infrastructure
- Manage telecoms accounts and employee mobile devices
- Manage ordering of IT equipment, recommending appropriate hardware where required

System Support:

- Manage Apple device management and antivirus accounts to ensure employee devices are up-to-date and secure
- Administer all company IT accounts

Policy and Procedure:

- Work with relevant colleagues to establish and maintain company IT policies and best practice, such as ensuring GDPR and Cyber Essentials compliance
- Create solutions for storing and sharing data

Skills and qualities required for this role

Essential:

- Demonstrable experience in a similar role (ideally 2+ years)
- Proficient with MacOS (essential) and Windows (desirable)
- Excellent problem-solving skills
- Excellent communication skills: ability to explain technology to non-technical colleagues and customers, giving helpful advice and service
- Ability to make judgement calls and decide on best course of action
- Experience in cyber security compliance (e.g. Cyber Essentials)

Desirable:

- Educated to degree level, preferably in an IT or Science subject, or equivalent
- Experience with adhering to (and creating procedure for) industry best practice

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The IT Support Technician will be expected to comply with any reasonable request from the Development Manager to undertake work of a similar level that is not specified in this job description.

This job description may be amended at any time following discussion between the Development Manager and the IT Support Technician.