

JOB DESCRIPTION

Junior IT Technician

Job Title:	Junior IT Technician
Salary:	£market rate
Type:	Full time, Permanent
Department:	Technical
Location:	On site role based in High Wycombe, Buckinghamshire
Report to:	IT Manager
Benefits:	Private Health Care

Main Purpose of the Role

Reporting to the IT Manager, the Junior IT Technician will provide IT support to Smartcomm's IT equipment including the servers, services, network and laptops etc. and to colleagues to ensure their IT requirements are met to a high standard. Additionally, they will be required to liaise with specialist support services and suppliers to ensure any unresolved issues are being progressed. As a Junior IT Technician, they will also provide guidance for end-users where required. A professional manner will be expected at all times while dealing with colleagues and clients whilst carrying out these duties and representing Smartcomm. While full training will be provided it would be advantageous if candidates possess some IT knowledge and understanding.

Main Responsibilities

- 1) Providing guidance and training to employees.
- 2) In conjunction with the IT Manager, plan and implement projects and changes to the system to accommodate expansion in the company.
- 3) Diagnosing and resolving IT issues encountered by colleagues as they arise.
- 4) Following the IT process for on/offboarding of staff.
- 5) Facilitating end-user hardware assignment, including the configuration and installation of desktops, laptops, mobile devices etc.
- 6) Keeping the IT equipment register up to date with hardware assignments.
- 7) Responding to alerts and incidents from users and internal systems deployed within Smartcomm's IT suites.
- 8) Ensure that all changes to passwords, files, configurations etc. are documented sufficiently and correctly archived.
- 9) Ensure that all IT company policies and procedures are followed at all times.
- 10) Maintain high standard of appearance and wear safety clothing provided when necessary.
- 11) Carry out any other relevant duties as required by your line manager.

Qualification and Experience

Key Skills & Achievements Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
High Standards of time keeping and allocation for meetings and project demands.	GCSE / A-level or higher education in an IT discipline.
Keen willingness to learn.	Based in the West London area, Berks or Bucks, M40 M4 corridor.
Excellent communication with colleagues both verbal and written.	Specialist IT qualifications such as Microsoft or Cisco or other relevant qualification.
Professional practice and appearance.	Experience in server or database maintenance.
Ability to follow scheduled work and communicate issues with timescales.	Support/maintenance experience with any of the following: Microsoft Server 2016, Azure Active Directory, Intune/Endpoint Manager, WSUS, Powershell, SQL Server, HyperV, M365, Windows 10/11, Android, iOS.
Able to work as part of a team or independently	Knowledge of networking infrastructure and implementation.
Be organised and flexible with the ability to approach different types of tasks during the working day.	Experience in an IT help desk role.
Able to keep high quality detailed records of work completed.	

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk