

<https://giaconsultancy.co.uk/job/it-helpdesk-assistant-2/>

IT Helpdesk Assistant

Description

My client, a full service law firm with offices in the heart of London is recruiting for an experienced IT Helpdesk Assistant to join their IT Team.

This is both 1st and 2nd line support and involves both office based and out of hours support.

Responsibilities

Reporting to the IT Helpdesk Manager, the key requirements of the role are:

- Delivery of high-quality technical support on a range of technologies.
- Hands-on attitude to troubleshooting hardware and application specific issues
- Responding appropriately to, and effectively resolving or escalating user incidents or queries within strict SLA and KPI timeframes (first response and resolution)
- Take ownership of requests assigned to you and manage them through to resolution
- Perform administrative tasks.
- Help support and train other team members when required.
- Based in London but willing to travel to Manchester if required for training.
- Working hours will be 35-40 hours a week during standard business hours (Monday-Friday with rotational shifts between 08:00 and 18:00)
- Additional support on the 'on call' rotas for out of hours IT assistance – roughly once every 6-8 weeks.

Qualifications

The successful candidate will have the following:

Essential Skills and Experience

- 1+ years hands-on related IT support experience in a commercial environment (experience of Legal a preference)
- Windows Desktop 10, Citrix (XenDesktop)
- Active Directory and Group Policy
- Use and support of Microsoft Office namely Outlook, Word and Excel
- Mobile device support (iOS, Android, Mobile Device Management)
- Asset management experience (not essential as can be trained)
- Local Area Networking including knowledge of routers and switches and how they work
- Strong customer service ethic with excellent communication and interpersonal skills
- Ability to work as part of a team, supporting other team members
- Excellent problem solving and analysis skills with good attention to detail
- Proactive, with ability to be self-motivated and effectively manage own workload
- Continuous improvement mentality
- Technical understanding of current leading technologies, suppliers and

Hiring organization

Gia Consultancy

Employment Type

Full-time, Permanent

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Legal

Job Location

London

Working Hours

Full Time

Base Salary

£ 30000 - £ 35000

Date posted

August 3, 2021

Valid through

01.09.2021

industry terminology

- Awareness of data protection and confidentiality principles
- Good home internet connection meeting remote working requirements.

Desirable Skills and Experience

- Formal IT qualification – ideally MCSE/MCITP or multiple MCPs massively advantageous
- Microsoft Autopilot, InTune, experience working with 365
- Digital dictation support

Job Benefits

In return, the firm offers a competitive basic salary of up to £35,000 plus a range of benefits ongoing development and excellent working conditions.

Contacts

Applications are being considered now so don't delay, apply immediately.

Joanne Watkinson, Director

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