

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

IT Helpdesk Assistant

Description

One of my London city clients has an exciting opportunity for an enthusiastic and driven IT Helpdesk Assistant (1st/2nd Line).

Responsibilities

Reporting to the IT Helpdesk Manager and working as part of the wider IT Helpdesk function (which is based out of Manchester), the role requires someone to efficiently deliver on the following responsibilities:

- 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

Qualifications

The role, although based out of London will require someone who is flexible to attend training in Manchester if required.

To be successful in the role it is expected that candidates can demonstrate the following:

- 1+ years hands-on related IT support experience in a commercial environment (Legal environment preferred)
- 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 industry terminology
- Awareness of data protection and confidentiality principles
- Good home internet connection meeting remote working requirements (for out of hours assistance).

Hiring organization

Gia Consultancy

Employment Type

Full-time, Permanent

Duration of employment

Permanent

Industry

Legal

Job Location

London

Working Hours

Full Time

Base Salary

£ Competitive

Date posted

May 6, 2021

Valid through

03.06.2021

In addition, it would be great if you also had:

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

Job Benefits

In return you can expect a competitive basic salary, ongoing training and development and a benefits package commensurate with a leading law firm.

As this is a Helpdesk role working hours will be 37.5 hours a week during standard business hours (Monday-Friday with rotational shifts between 08:00 and 18:00). An out of hours assistance rota is also in operation including evenings and weekends. Candidates should be available for regular cover of this rota.

Contacts

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