

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

IT Technician

Description

My client, a law firm with offices in North and West Yorkshire is recruiting for a skilled and experienced IT Technician to be based from their offices in York.

Responsibilities

- Providing first line technical support for staff and Directors in relation to IT problems, both hardware- and software-related, over the telephone or face-to-face, as appropriate.
- Taking responsibility for incidents to ensure they are resolved in a timely fashion and are managed appropriately, escalating where required.
- Providing technical support for telecoms issues, including smart phones and first line support for VOIP system issues.
- Providing first line support for photocopier and printer problems.
- Liaising with third party providers for server, photocopier/printer and telephone system support as necessary, to ensure timely resolution of technical problems.
- Assisting with administration of users, groups and security policies, and providing home visits for technical setup of remote workers as necessary.
- Providing administrative and technical support for the firm's digital dictation system.
- Providing first line support for the case management system, escalating where necessary.
- Working as part of a team to ensure all moves are successfully logged and audits are correct.
- Ensuring continuity of service by monitoring service and network performance, proactively dealing with network and server issues as they arise.
- Any other duties which from time to time are required by the firm.

Qualifications

- Strong interpersonal skills, team player.
- Articulate, literate and numerate; able to articulate instructions or resolutions in appropriate language relative to the skill and experience of the user.
- Previous experience of working in IT Support, ideally in a legal services environment.
- Excellent knowledge of Windows 7-10, Windows Server 2012R2 and 2016, MS Office 2016 and Office 365.
- Experience of supporting printers and multifunctional devices, remote connections and mobile devices.
- Experience of RDS environments, and ideally Citrix environments.
- Proclaim experience an advantage.
- Understanding of IT security.
- Network experience including running of cables, configuring routers and switches.
- Ability to build and maintain PCs and laptops.
- Full driving licence and own vehicle.

Hiring organization

Gia Consultancy

Employment Type

Full-time, Permanent

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Information Technology

Job Location

York

Working Hours

Full Time

Base Salary

£ 20000 - £ 30000

Date posted

September 8, 2022

Valid through

30.09.2022

- Willingness to work flexibly in line with business needs, including possible out of hours work and working across multiple sites

Job Benefits

In return, you can expect a competitive salary and benefits package and excellent working environment.

Contacts

Applications are being considered with priority being given to candidates who are immediately available or on short notice period.