Job Description – IT Support Assistant

The Gaffer group of companies is recruiting an IT Support Assistant to support group IT activities due to business development. The successful candidate should have an excellent general understanding of IT and an aptitude for troubleshooting. They will be an enthusiastic self-starter and they will be required to be confident in their ability to work both independently and as part of a team and to manage and prioritise a varied workload.

The Role

1. Providing on site and office based desktop support to staff and mobile users across multiple sites;

2. Providing network and server support on site and remotely to all group locations;

3. Deployment and maintenance of PCs, laptops, software and related equipment;

4. Support of in house telephony and network systems;

5. Assist in purchase of site hardware and software;

6. Assist in IT training of all Gaffer group staff.

7. Assisting on various IT related Projects.

Skills/Experience required

Essential

1. 3rd level diploma or degree in computer science, information systems or a related field. Relevant experience in this field will also be considered in the absence of educational qualifications;

2. Minimum of 2 years' demonstrable experience in an IT environment;

3. Good technical knowledge of Microsoft SQL;

4. Good Technical Knowledge of Office 365

5. Understanding of basic client and server troubleshooting, both remote and onsite;

6. Knowledge of Veeam & VSphere environments;

7. Experience of Active Directory/Group Policy;

8. Microsoft Exchange Experience;

9. Experience in the use of WAN/LAN/WIFI networks;

10. Ability to work under pressure and to grow within the role;

11. Excellent customer service, interpersonal, communication and organisational skills and ability to multitask are essential.

Desirable experience

1. Understanding of business phone systems.

2. Mobile device experience.

Please note:

1. The above list is not exhaustive and may be subject to change. Gaffer Trading Ltd reserves the right to review the experience and qualifications required depending on the number of applicants.

2. Salary will be dependent on qualifications and experience.

3. If you are interested in applying for this position please submit your CV and a covering letter to recruitment@gaffer.co.uk explaining how your experience to date covers the essential criteria listed above. Failure to supply a covering letter will mean that your application will not be accepted.

4. Closing date for the receipt of applications is Friday 3 December 2021.