

IT Technician Job Specification

We're looking for a driven, enthusiastic IT professional to join our expanding business.

Customer service is key at Tech Hub. As such, excellent communication and interpersonal skills are vital to this role. You should be adept at building and maintaining strong relationships with clients and make them feel at ease. A high standard of written communication (mainly by email) with colleagues or existing/potential customers and maintaining a good, polite and calm telephone manner is also very important.

This is a fast-paced and varied role, working across the education and corporate sector. You will need to demonstrate that you can keep calm under pressure, assess problems quickly and efficiently and deliver successful solutions to our customers. A proactive 'can do' attitude and the ability to work under your own initiative is required for this role. You must have excellent time management skills and be able to cope with multiple, competing demands on your time.

You will be required to produce quotations, proposals and place orders for customers, as well as follow internal administrative processes to complete documentation. We'll need you to demonstrate a thorough and accurate approach with excellent attention to detail.

Essential Skills:

- Ability to work and communicate effectively with customers of all levels of seniority and technical ability
- Must be able to demonstrate logical and systematic to problem solving and be able to work under own initiative
- A team player who can stay focussed under pressure
- Ability to diagnose and resolve a range of hardware and software problems on laptop and desktop computers
- Thorough knowledge of Windows, Chrome, iOS and MacOS operating systems
- A good knowledge of Windows Server, including Active Directory, Group Policy, DHCP, DNS and WDS
- Network infrastructure and topology, including wired and wireless environments
- Must be knowledgeable in current IT trends and social media
- Good knowledge of TCP/IP networking

- Excellent knowledge of PC and Mac hardware and components

Desirable Skills:

- Experience in IT within Education
- Experience and knowledge of Wordpress or other CMS
- Knowledge of CSS, HTML, PHP and MySQL
- A knowledge of VoIP
- A knowledge of basic Audio Visual systems, including PA systems, interactive
- A knowledge of Mobile Device Management
- A basic knowledge of MIS systems
- PASMA (specifically portable scaffold tower assembly and use) qualification and/or ladder safety, use and inspection.
- Knowledge of Amazon AWS and Microsoft Azure services

To apply, please visit: <https://forms.gle/x2wQzXPw4XKwjeCe7>