

Job Title: IT Support Technician

Reporting to: Head of IT

Location: Based at our Norwich Office

Salary Range: dependent on skills and experience

Job Description

Background: The IT Support Technician is a varied role supporting all internal users and the Head of IT delivering and maintaining the IT function across the business.

Job Purpose: To provide support to all IT systems and users companywide with the supervision/back up of the IT Department. The role will also maintain, improve, and support the company's online presence, security, and infrastructure.

Main Duties:

- To be a first point of contact in the IT team for support enquiries and deal with internal IT problems and queries from staff either face to face or remotely. You will have the backup of other staff for more complex enquiries, but you will maintain responsibility for ensuring the issue is resolved.
- To build new user machines, desktops, PCs, and laptops to company standards and consistently follow and improve existing process to ensure the highest standards are maintained.
- To create and amend user accounts on relevant systems to existing standards in required timescales; and to comprehensively test to ensure users do not experience any issues. To recommend any improvements on these systems and to update the standards as technology changes.
- Assist our Technical team in the maintenance and service of our fleet of Win 10 show laptops, ensuring they are fit for purpose and remain updated and secure.
- Support and configure the companies Domain, AD, DC's, RDP, DNS, DHCP, RDS, and VLANS. With the support of the wider IT team.
- Order, manage and maintain company ink stocks to appropriate levels, monitor spending on inks and ensure recycling/returns process to ensure old inks are removed from premises in a timely fashion. To annually check market prices to ensure we are paying a competitive price for inks.
- Perform annual asset checks on all office and event IT equipment. This will be completed independently with the need to identify/locate items of kit to ensure the audit is accurate and completed on time.
- Undertake asset disposal activities i.e., monitors, keyboards, drives, iPads, laptops, Workstations etc. and ensure these assets are disposed of to WEEE standards. This includes a record of destruction to be kept for client audits from the relevant companies.
- General maintenance and cleaning of office and event IT equipment including archiving activities.
- Manage, maintain, and clean Pb printer fleet.
- To assist with staff site relocations.
- To support and maintain company iPhones and iPads and ensure mobile device management is adhered to and implemented. Ensuring that all certificates are renewed and implemented across the companies' systems. i.e., Apple, Microsoft endpoint, MDM.
- To maintain and support the companies SPF and DKIM record as well as monitoring the companies DMARC reports and policies to protect the company from email attacks with the support of the wider IT team.
- Support and maintain Pb's Antivirus technologies.
- To keep abreast of changing technology to offer new ideas and solutions to the Company.
- Availability for on-event IT support when required.
- Ensure staff are following internal IT procedures correctly.
- Cover holiday, sickness, and absence in the IT department.

All Production Bureau Limited employees are responsible for:

- Working to the policies of Production Bureau Limited
- Promotion of equal opportunities and respecting diversity within all aspects of their work

- Complying with all Health and Safety regulations and promoting a safe working environment
- Carrying out additional duties which may be allocated from time to time by the Board of Directors

Requirements

Essential Criteria = (E) Desirable Criteria = (D)

Qualifications/Skills:

Good problem-solving skills using initiative and lateral thinking (E)

Good interpersonal and communication skills (E)

Excellent Interpersonal skills gained from working in a customer/client facing capacity (E)

Windows 10, Windows server 2016, Terminal services, Adobe, NAS, Sage, Office 365, iOS and macOS literate (D)

IT/Computer Science related qualification i.e. A level or equivalent or qualified through experience (E)

Experience:

Experience of working in a pressurised environment and meeting deadlines (E)

Confident in the use, installation and support of Windows 10, Adobe, Office 365 (D)

Knowledge and experience of hardware such as laptops, tablets, printers, and iPhones (D)

Undertaking work which requires a high degree of attention to detail (E)

Experience of asset checks and disposal activities (D)

Experience of dealing with confidential and sensitive information (E)

Ability to provide on-site IT support to client demands at events (D)

Attributes:

A genuine interest in IT supporting and interacting face to face with end users (E)

Personable and professional character (E)

A positive, enthusiastic, and flexible approach to work. (E)

Take pride in creating and maintaining correct audit and logs. (E)

To be able to work autonomously when required, be self-motivated and driven (D)

Full driving licence (E)