

## Job description

**Job Title: IT Support Technician**

**Location: Office based, Abingdon**

**Department: Technology**

**Position Reports To: Office IT & Infrastructure Manager**

### Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 300 employees and is pursuing ambitious growth plans.

The Office IT and Infrastructure Team is part of the Gigaclear Technology Department working alongside the Networks and Systems and Development teams. The team is responsible for supporting all our internal customer's computer & telephony needs as well as the office IT infrastructure.

### Purpose of the job

Our office IT and Infrastructure is the fundamental enabler of our business. You will be supporting users at all levels of the business with their day to day computing needs and will therefore need strong communication skills to compliment your technical skills and experience.

On a daily basis you will provide; user support, administer IT systems, manage hardware stock levels and play an active role in the onboarding and offboarding of staff members across all departments.

Working as part of a small and busy team you will support other team members as required to provide first-class service. Based in Abingdon, the team provide first and second line support for our internal customers' IT needs at our Head Office as well as our Regional offices, mostly this is done remotely, but occasional travel to other offices may be required from time to time.

### Key Accountability & Responsibilities

- Responsible for 1st line support, both in person and remotely via phone and team viewer (must have a confident phone manner)
- User on/offboarding including building and recovering machines, mobiles and tablets.
- Assistance with IT projects such as roll outs and changes.
- Responsible for support and maintenance of the Active Directory (2012) and Office 365 account and email administration
- Provide Windows 10 computer (mostly notebook) and Apple Mac Support
- Provide Mobile & VOIP telephony support
- Responsible for equipment purchasing and monitoring of stock.
- Participate in an on-call rota (one week in three)
- Support all other applications as required e.g. JIRA, Sage200, Confluence, Salesforce etc.

## Knowledge & Skills

### Essential skills

- Excellent customer service skills
- Previous experience in a technical IT support role is essential
- The ability to explain technical issues to non-technical users
- Experience utilising an ITIL based service management tool for ticket management
- Analysis and problem-solving skills
- Must have the ability to prioritise and manage workload effectively
- Active directory account management and security settings
- Office 365 account management for users and email
- Mobile phone (iPhone, Android & iPad) support experience
- Windows 10 support in a domain environment
- VOIP Telephone support & management
- Must be able to drive to support our remote offices using your own car

### Desirable skills

- Sharepoint On-Line (365) experience
- Apple Mac Support experience
- Support of web-based applications

## Qualifications & Accreditations

- Microsoft accreditations covering Windows 10 and / or Windows server, preferably 2012 or newer.
- ITIL Foundation is desirable.
- Full, clean UK Driving License.

## Our Values

**Find a way** - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

**Do the right thing** - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

**Be committed** - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

**Keep it simple** - we take potentially complex and confusing information and we make it easy for everyone to understand

*This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.*

*Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work –*



*this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any "introduction fee".*