**2ND LINE IT SUPPORT TECHNICIAN /PROJECT COORDINATOR**

This role will be within the IT department which supports the internal customers within the business through IT support through configuration, installation and maintenance of all hardware and software issues across the business are some of the main responsibilities of the role.

**Your new role**
- Manage the IT helpdesk and support technical issues, including troubleshooting and resolving incidents.
- Respond to helpdesk tickets within a timely manner, providing second line support for more complex IT issues.
- Work with users to find a resolution for their complex IT or network issues, escalating to third-party vendors when necessary.
- Acting as line manager for current IT Support Engineers.
- Become our "Solutions Expert" for our cloud-based CRM and Financial software solutions.
- Configure, install, and maintain end-user software and hardware
- To take responsibility for support and management of the mobile devices in use by the business
- Perform preventative maintenance, including checking of workstations, printers, and peripherals
- To provide support for remote sites and international partners as needed
- Work closely with the existing IT team to ensure the efficient delivery of the IT function
- To take an active role in technical projects, including introducing new technologies into the business
- To document procedures relating to desktop configurations and IT processes.
- Maintain our centrally managed antivirus software and act on any notifications in a timely manner.
- Maintain our centrally managed patch management system.
- Handle confidential information with the utmost integrity.
- Maintain and monitor our backup systems

**What you'll need to succeed**
Knowledge:
- CRM and ERP software solutions
- Active Directory
- Microsoft Windows 10 and 11
- DHCP, DNS and GPO
- Antivirus and MDM
- Server Hardware Maintenance
- Asset Management maintenance

Skills:
- Excellent communication (written and verbal) skills
- Work independently in a demanding environment
- Good time management and prioritisation
- Ability to document procedures clearly and systematically
- Ability to communicate effectively with members of staff at all levels
- Excellent customer service skills
- Analytic and detail oriented

Have a minimum of 2 years in a similar role and have had experience in administration of Active Directory domains and Server Operating systems.
Are customer focused and able to work both reactively and proactively.
Are able to know when to escalate issues

Hold a full driving licence.

Job Types: Full-time, Permanent