



Job Specification:

- *IT Support Technician*

Based: Head Office, Heywood
Hours: 8am -> 5pm / Mon -> Fri (1hr lunch)
Remuneration: £neg, 20 Days Holiday (+BH), Pension with min 3% Salary Contribution

Description:

Working as part of the IT Support team for both Yearsley Group and Foresight Technical (Yearsley Subsidiary for 3rd Party IT Support) you will be responsible for 1st line IT support for over 1000 users, across multiple sites around the UK. This will involve telephone support, on site work, project engineering & installations.

Skills Required:

- Understanding of PC & Server configuration including architecture
- PC & Server management
- Understanding of LAN's, WAN's & associated attributes
- Good knowledge in Active Directory
- Excellent attitude to customer service, with attention to detail

Skills Preferred (But not essential):

- Knowledge of iSeries software & structure
- CITRIX Metaframe
- Netware

Main Responsibilities:

- Telephone support for internal and 3rd party users
- Management of network and servers
- Management of systems and users
- Maintaining superior customer relations