

1st & 2nd Line IT Support Technician

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Company: Great Find Recruitment

Location: Hitchin

Category: computer-and-mathematical

Exciting Opportunity: 1st & 2nd Line IT Support Technician Role

Are you a dedicated IT professional seeking a rewarding position within an educational environment? GreatFind Recruitment is thrilled to present an opportunity for an enthusiastic IT Support Technician to join the dynamic team at our client's prestigious institution. If you possess excellent communication skills, thrive in a fast-paced setting, and have a passion for technology, this role is perfect for you.

What's on Offer:

Competitive salary ranging from £23,000 to £30,000, depending on experience.

Full-time position with 40 hours per week, providing stability and security.

Generous benefits package including 25 days holiday, pension scheme, and free parking.

Opportunity for professional development and growth within a supportive environment. About the Role:

As a 1st & 2nd Line IT Support Technician, you will play a crucial role in ensuring the smooth operation of our client's IT. Working closely with the data and project management team, you will provide comprehensive support across servers, networks, computing, and AV systems. This role offers a unique opportunity to contribute to the school's expansion and provide essential support to staff and pupils.

Key Responsibilities:

Deliver 1st & 2nd line support for computing and AV estate, ensuring prompt resolution of technical issues.

Maintain the server and network infrastructure, diagnosing and analysing issues to support system architecture.

Setup computers, emails, and Active Directory accounts, ensuring basic configurations are in place.

Manage incidents and problem tickets within SLAs, maintaining a high level of service delivery.

Support teaching and operational teams, ensuring all systems are available, up-to-date, and secure.

Candidate Requirements:

Excellent interpersonal skills with a positive and adaptable attitude.

Proven experience in IT support roles, preferably within an educational setting.

Proficiency in Microsoft environment, Office 365, and MS Teams.

Strong knowledge of Intune/MDM, Azure AD, and Microsoft Servers.

Experience in system deployment, imaging, and troubleshooting.

Familiarity with networking, switching, and telephony systems.

Education background is a bonus.

Why Join:

If you are passionate about technology and education, and you thrive in a collaborative environment, we want to hear from you. This role offers an exciting opportunity to make a real impact within an esteemed educational institution. Join us and be part of a supportive team dedicated to empowering the next generation of learners.

About GreatFind Recruitment

Here at GreatFind Recruitment, with 20 years EdTech experience, we specialise in Sourcing IT Talent for Education and the technology sector. Our clients include schools, multi-academy trusts, IT service providers, IT resellers, and educational software providers,

Providing marketing, sales, technical, and operational professionals is our forte. At our agency, we know exactly what skills, personal attributes, and work experience our candidates need to succeed within our clients' businesses.

We are an equal opportunity provider.

Please note that as a result of the high volume of applications we receive, we may not be able to provide individual responses to each application. If you have not received any communication from us within three business days, please consider your application unsuccessful.

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