

**Job Title:** IT Support Technician  
**Location:** Croxley Business Park, Watford  
**Job Salary:** £25 000- £28 000 + Substantive Benefits

### **Overall Job Purpose**

The purpose of this role is to support the Skillnet's IT and Data function. You will be responsible for:

- Providing 1st line support for end users on Skillnet software systems.
- Liaising with our Managed Service Provider around technical issues.
- Providing telephone system and mobile phone management
- Ensuring that our starter and leaver process for staff runs smoothly alongside assisting in the IT induction process and providing accurate asset management.
- Documenting and maintaining IT processes.

This is a great opportunity for someone who is looking for development and training. We aim for this role to evolve and allow you to get involved in providing the essential reporting and analysis of data to the business.

### **Key tasks and accountabilities**

- Provide 1st and 2nd line technical support to both office and remote based staff.
- Offer excellent customer service skills to ICT helpdesk queries.
- Work with third party support services to handle support queries
- To be responsible for the setup and creation of new starter kits and cessation of leavers
- Asset Management
- Work closely with HR to produce high quality inductions.
- Manage and support our eTrack system for all customers.
- Respond to ad-hoc requests for reports and additional administrative tasks as requested by the Director of IT.
- Actively diagnose IT faults.
- Actively use Active Directory and Exchange

### **Education**

- Graduate level education

### **Previous Experience**

- Strong working history in an IT support environment, or an IT related degree and a keen interest to pursue a career within this environment.

### **Personal qualities**

- Strong analytical skills with a high attention to detail.
- Resilient and tenacious with the ability to adapt.

- Good written and verbal communication skills.
- Motivated to learn new data and reporting skills
- Ability to work alone and be part of a team.
- Strong Microsoft Excel Skills
- Excellent numerical skills.
- Knowledge and understanding of business systems

We offer a competitive benefits package plus further development and training with this opportunity.

Benefits Include:

- 25 Days holiday + Bank Holidays
- Death in Service Benefit
- Private Medical (opt in after successful completion of probation)

### **Skillnet's Benefits Bag**

Skillnet has recently launched a new benefits package to reward our employees for their service and performance. The new package includes incremental annual leave entitlement of up to 8 weeks per annum, up to 12 long weekends a year the opportunity to take a paid day off to work with your favourite charity, work anniversary bonuses and membership of a perks reward and recognition scheme.

### **About Skillnet**

Skillnet is a specialist provider of Apprenticeships in the automotive sector. Operating nationally, each year we manage the training for more than 4000 people. We run the national Apprenticeship Programmes for Ford, McLaren, DAF Trucks as well as programmes for independent motor businesses.

We are looking for an IT Support Technician to join our team! This is a great time to join Skillnet if you are seeking a challenging and rewarding career. You'll be joining an ambitious environment with high achievers who are passionate about Skillnet, the industry and their careers. Think about it, you'll work with great like-minded people, and receive constant investment in your training and development.

This job description describes (but does not limit) the main duties and responsibilities of the job. These are subject to variation by Skillnet as is necessary to respond to changes to the business, both internal and external.

Skillnet is GDPR compliant, please click on the link provided to our website to view our privacy notice for Job Applicants. (This can only be added once we have added privacy notice for Job applicants on website)