

## **JOB VACANCY**

### **IT Support Technician**

A rewarding opportunity for a passionate and aspiring IT professional with good basic IT knowledge, excellent communication skills and willingness to learn.

Risc IT Solutions are Cloud experts - IT professionals and trusted advisors who help companies work smarter by providing the right solutions to their business challenges. The award-winning company was the pioneer of Cloud Backup in the UK and has built up strong relationships over the last 20 years based on trust, knowledge and experience, coupled with first-class support.

#### **What would this role of IT Support Technician entail?**

Working within the Technical Support team as an IT Support Technician on the helpdesk, you would provide support for resellers and customers across our range of IT solutions including: Online data backup, hosted Exchange, Microsoft Office 365 and specialised software services. Your duties will include although not be limited to:

- 1<sup>st</sup> line software support and general helpdesk duties
- Making and receiving 1<sup>st</sup> line technical calls, to assist in the co-ordination & resolution of IT issues as quickly as possible & to ensure all customer expectations are met
- Assisting customers with the installation, configuration and troubleshooting of backup, Office, antivirus and other software
- Supporting Risc internal staff with their use of software, hardware, services as required
- Documenting all activities undertaken as per guidance to allow easy case management
- Providing additional assistance to the team as required

#### **What would I need to be considered for this IT Support Technician vacancy?**

- Knowledge of and familiarity with Windows OS (desktop 7, 8, 10 and server 2008, 2012+)
- Understanding of basic networking systems \ services – routers, DNS, firewall configuration
- Excellent customer communication skills – both written and verbal
- Previous experience working within a service desk environment or a small technical team will be looked upon very favourably
- MS Outlook + software troubleshooting would be an advantage
- Computer related qualifications would be advantageous – A level, Degree, HND and \ or vendor specific - Microsoft MCP+ or Cisco CCNA
- GCSEs – Maths and English as a minimum
- Eagerness to learn new skills, undertake product specific training and achieve industry recognised qualifications with suppliers such as Microsoft, Symantec, Zerto, Cisco.
- Full UK driving license

### **What would I receive in return?**

As an IT Support Technician, you'd be part of a thriving, growing team of talented individuals who are really proud of their company. This tight team operates to a set of core values which includes: enthusiasm, integrity, courtesy, reliability, commitment to quality and going above and beyond in order to deliver cutting edge solutions to their resellers and customers. We would invest in your development, through enrolment on external and internal training courses, so you can achieve the learning and required qualifications to support the business. This would also enable you to work towards one of our product specialisations.

We also offer a comprehensive Staff Benefit Scheme, and all employees are eligible for Private Medical Insurance after a qualifying period, along with flexible working opportunities.

You would receive a salary between £20,000-£23,000, dependent on qualifications and experience. Employed on a permanent, full time contract working Monday to Friday 8.30am to 5.30pm. Our offices are based in the Victorian coastal town of Llandudno, one of the most popular tourist destinations in North Wales, but we are open to UK based candidates who wish to work remotely.

### **More about us:**

The company was one of the first Microsoft Partners in the UK to achieve Cloud Solution Provider (CSP) Direct status. Risc have been awarded Microsoft Gold Small and Midmarket Cloud Solutions and Gold Cloud Productivity competencies and continue to strive for excellence in all areas of the company.

With Cloud solutions managed for more than 1,000 customers, Risc have a strong capability to help customers across the full breadth of IT requirements. The portfolio includes a combination of Cloud and Physical solutions to provide – IT Infrastructure, Business Continuity, Business Productivity, Data Security and Compliance, as well as Endpoint management/protection.

With ambitious growth plans and a longstanding workforce, this is an ideal time to join the vibrant, professional team in a company that promotes an inclusive and supportive culture and offers exciting opportunities.

**If you meet the above criteria and wish to apply for this position, please send your CV and cover note by email to [careers@riscitsolutions.com](mailto:careers@riscitsolutions.com)**

**Strictly no agency calls or agency CV submissions.**