

JOB VACANCY

IT Support Technician

Are you looking to join a team with a truly inclusive and supportive culture? Would you thrive as part of an organisation that will invest in your future, and provide plenty of career development opportunities? If so, read on...

Our Company

Risc IT Solutions is an award winning, Microsoft CSP and pioneer of Cloud Backup in the UK, and we have built up strong customer and partner relationships over the last 22 years based on trust, knowledge and experience, coupled with first-class support.

We embrace change with enthusiasm, using cutting edge products to deliver innovative solutions. While we're experiencing exciting and rapid business growth, we care about our team, priding ourselves on maintaining a happy work environment, expressing gratitude, and celebrating personal and company-wide progression and success.

The role - IT Support Technician

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:

- Front line software support and general helpdesk duties
- Making and receiving front 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, and services as required
- Documenting all activities undertaken as per guidance to allow easy case management
- Providing additional assistance to the team as required

The Package

You'd be part of a thriving, growing team of talented individuals who are proud of their company. You would also benefit from:

- Salary in the region of £25,000 to £30,000 with the level dependent on experience and qualifications
- Hybrid working option, although initial training will be provided over the course of a few months through regular visits to our Llandudno office (North Wales)

- 25 days annual leave plus bank holidays
- Permanent contract, working Monday to Friday 8:30am to 5:30pm
- Investment in your career development, with external and internal training courses
- Excellent opportunities for progression
- Staff benefit scheme and Private Medical Insurance, after a qualifying period

Our Requirements

- Knowledge of and familiarity with Microsoft 365 services – management of Exchange Online, SharePoint, Teams, etc.
- Knowledge of 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

More about us:

Risc IT 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.

Our 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.

Visit us at: www.riscitsolutions.com for more information.

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
Strictly no agency calls or agency CV submissions.