

CRISPIN SPEERS AND PARTNERS LIMITED

JOB DESCRIPTION

Job Title:	Desktop Support Technician
Reports to:	IT Manager
Business Unit:	IT

Job Purpose:	<p>Crispin Speers & Partners Limited are looking for a Desktop Support Technician to work as part of a small, efficient, and highly motivated team.</p> <p>This role will be part of a small team responsible for providing quality Desktop Support and basic Windows Server administration for approximately 200 internal users, at offices based in the UK (London & Hampshire) and overseas.</p> <p>You will be working across a broad range of technologies and liaising across multiple areas of the business to support incidents, problems and requests. Responsible for answering IT requests via phone, email, or in person and explaining solutions in technical and non-technical terms.</p>
Key tasks:	<p>The network environment consists of Windows 10 based workstations and Microsoft Windows 2012 Servers.</p> <ul style="list-style-type: none"> • Undertaking the Helpdesk and Desktop Support functions. • Workstation support either desk-side, via telephone or using remote access tools • Hardware support for PCs, laptops and printers • User support and email set up for Mobile Devices, such as iPhones, iPads & Laptops • Set up and support of remote access home workers • Maintenance of hardware & software inventories • Maintenance of internal IT procedures and protocols • Assist with maintaining telecoms infrastructure • Server housekeeping Windows Server 2012 Exchange 2013 (new user creation, system monitoring, backups etc) • Assisting with facilities management • General duties as may be required within the department
Skills, knowledge, and experience required:	<ul style="list-style-type: none"> • Demonstrable experience in an IT support role • Experience supporting Microsoft 365 • Knowledge of Windows 10 & Microsoft Office - Word, Excel, PowerPoint and Outlook essential • Knowledge of Windows 2016 Server & Exchange 2013 • Network Infrastructure components • Good administration skills • The ability to stay calm and focused in a busy environment

	<ul style="list-style-type: none">• An enthusiastic 'can do' attitude.
Desirable/advantageous:	<ul style="list-style-type: none">• Ability to deliver ad hoc software training (i.e Microsoft Office)• Knowledge of digital PBX / VOIP / Telecomms• Experience supporting mobile devices such as laptops, mobile phones & tablets• Relevant experience within the Insurance Broking industry would be useful but not essential
Other:	<ul style="list-style-type: none">• Any other duties requested by Senior Management to fulfil the job purpose