

CRISPIN SPEERS AND PARTNERS LIMITED

Job Title:	Helpdesk & Administration Assistant
Reports to:	IT Manager
Support Unit:	IT

Job Purpose:	<p>Lloyd’s Brokers Crispin Speers & Partners Limited, are looking for a Support Technician to work as part of an efficient and highly motivated team.</p> <p>The ideal candidate should be personable, self-motivated and possess a ‘can do’ attitude working as part of a small focussed team. Attention to detail and adherence to processes is critical.</p> <p>Further information about Crispin Speers & Partners Limited can be found at www.cspinsurance.com.</p> <p>This role will be part of a small team responsible for providing quality IT Support for approximately 200 internal users, at offices based in London, Hampshire and Devon.</p>
Main Duties:	<p>The network environment consists of Windows 10 based workstations and Microsoft Windows Servers.</p> <p>Running the IT Helpdesk which includes:</p> <ul style="list-style-type: none"> • Logging support calls • Maintaining the Helpdesk system (Zendesk) • Liaising with Team members and users to ensure support calls are resolved in a timely fashion • User on-boarding/off-boarding <p>Desktop Support which includes:</p> <ul style="list-style-type: none"> • First-line support calls via phone and email • 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 iPhone’s, iPad’s and laptops <p>Departmental administration which includes:</p> <ul style="list-style-type: none"> • Inventory management • Purchase order management from sourcing through to invoice • Monitoring overnight backups • Liaison with 3rd party suppliers <p>Maintaining the tidiness of the server/telecoms environments</p>

Further duties:	<ul style="list-style-type: none"> • Adherence to internal IT procedures and protocol • Assisting with facilities management <p>General duties within the department as required</p>
Skills and competencies:	<ul style="list-style-type: none"> • Knowledge of Microsoft operating systems & Office suites • Good communication skills written and oral • Patient and reliable • Good time keeping and a fast learner • A team player • The ability to stay calm and focused in a busy environment • Flexible approach to working <p>An enthusiastic 'can do' attitude</p>