



IMPACT

IT Support Technician

The small print...





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Are you looking for an exciting and diverse role in IT?

Impact are offering a fabulous opportunity to work within our busy and dynamic IT team. Your role is to support our global computer network and help us deliver world class learning solutions to our clients.

We are looking for an IT support technician with bags of enthusiasm and a proactive attitude to solving problems and mitigating them!

Reporting to the Global IT Manager, the role would suit someone experienced in IT support activities. You will need to work within a wider operations team to respond to incoming IT support requests, proactively maintaining our fleet of computers and assisting in the running of our global bespoke CRM and ERP.

Most of our hardware is Apple so experience in using and supporting this brand is **essential**. You will also support our business networks as well as helping users with Microsoft Office applications and Office 365.

Key responsibilities:

- Work in close partnership with the Global IT Manager to proactively support and train all users across our global business.
- Support the computer network and Wi-Fi systems in our UK offices.
- IT procurement (globally) of all devices and accessories etc. including set up and maintenance.
- Monitor the IT help desk and be the first port of call for any support tickets.
- Design, administer, support and maintain our internal system architecture and tools.
- Act as a technical support advisor to our client service teams who are working directly with our clients.
- Support and contribute to the ongoing development of our bespoke global CRM and ERP system.

Key requirements:

- Hungry to learn and develop and curious in everything you do.
- Knowledge of Networks and Wi-Fi is essential.
- Knowledge of Microsoft Office 365 products.
- Good troubleshooting and investigation skills.
- Experience with Apple products is essential.
- Knowledge of relational databases would be advantageous.
- An understanding of basic information security principles.
- Disciplined approach to getting work done – we need to get through lots of stuff quickly.
- A team player – relationships are at the heart of how we work globally.
- You'll have done this kind of thing before – you'll be able to hit the ground running and build on previous experience.
- Excellent customer service skills – this is a client facing (internal and external) role, you'll need to champion the IT function.

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Here's some stuff we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and non-contributory pension scheme are all in there too.
- We're a Great Place to Work® – it's official!
- Wellbeing – health insurance is included in your package.
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the Impact Academy or externally) to learn, develop and progress in your career.
- Celebrating successes – no matter how great or small.
- Caring for each other – we always have each other's backs.
- Finding opportunities to support our local communities around the world.
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website

