



IMPACT

# Mac Support Technician

The finer detail...





## Mac Support Technician

### The finer print

## Have you tried switching it off and on again?!

Impact's IT function supports the efficient running of our IT systems. Helping to drive our technological capabilities and enabling ease of use for our employees.

We are seeking a Mac Support Technician to support our Head of IT.

Want to find out more? Then have a look below.....

### Here's some stuff we'd like you to be brilliant at:

- Experienced Mac User (Laptop, Desktop and Mobile)
- Some knowledge of networks and Wi-Fi
- Knowledge of Microsoft Office 365 products
- Good troubleshooting and investigation skills
- Passionate about Apple products
- Able to co-ordinate a broad range of tasks simultaneously and support Mac users in a busy office
- Some knowledge of relational databases would be useful
- Ability to work on own initiative to make something happen when required
- Able to work on own initiative, recognising what needs to be done and when – prioritising with confidence
- Keen to learn 'on the job' and develop new skills that may be required

### Key responsibilities:

- Proactively support users in a busy office environment
- Support the computer network and Wi-Fi systems
- Set-up and maintain new mac machines
- Diagnose software and hardware faults
- Support the move to our new premises
- Offer excellent customer service to all users within the business
- Excellent and effective working relationships with all users and team members
- Proactive and timely response to all requests

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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 care scheme available to all
- 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

