

## **Responsibilities**

The main purpose of this role is to provide IT support to our clients as well as completing proactive maintenance work and IT related projects to an agreed specification.

Level of responsibility:

The postholder will work without supervision, supported by the Operational Manager and ongoing performance plans. He/she may supervise junior apprentices where appropriate.

Main duties:

1. Provide effective IT helpdesk support to our clients through the use of IT support tickets.
2. Work with other IT support colleagues to ensure all issues are resolved as fast and efficiently as possible in line with SLAs.
3. Completes proactive maintenance work on our clients' IT equipment to a defined standard.
4. Write automation scripts using Powershell and batch to improve support efficiencies.
5. Completes IT related projects including Microsoft 365 migrations, Windows Server installations or network security audits to an agreed specification.
6. Provide onsite support for clients across the North West of England when necessary.
7. Maintain a good relationship with all clients.
8. Continuously improve knowledge across various software and hardware used by clients and the support team.
9. Deliver digital marketing tasks and projects when required.