

JOB DESCRIPTION

Role Title:	IT Technician	Location:	Bildeston
Department:	IT & Systems		
Reports to:	IT & Systems Manager	Direct Reports:	None

Role Overview:	Reporting to the IT & Systems Manager you will be working full time as part of a small IT team supporting ~200 users. You will be serving as part of the technical support function to the company, helping team members in various departments troubleshoot their tech issues. You will also be required to coach end users on new systems, show them how to remedy basic technical issues, and create user facing documentation and 'how to' guides. Asides from IT support, the role will involve setting up, maintaining, and repairing IT equipment whilst keeping asset registers updated. You will also be involved in working on development and upgrade projects taken on by the IT team.
Roles & Responsibilities:	• Responsible for technical support to end users on a wide variety of issues. • Performs one to one coaching on technology with end users when necessary. • Responding to support requests, by phone, Microsoft Teams, and email to solve technical problems using remote access tools. • Logging of issues/ requests on the IT Team task list to help with prioritisation of workload. • Educate and coach users on cybersecurity awareness, including safe password practices, phishing prevention, and responsible use of company technology. • Installation of software and new hardware, including new equipment, CAD software, accounting programs, and other tools commonly used by the company's team members. • Assist in maintaining accurate documentation about license compliance. • Set up, repair, and maintain desktop computers, laptops, Mobile devices. • Enroll mobile devices into our Mobile device management solution (MDM). • Contribute to users 'self-help' support by writing and updating distributing documentation on our IT knowledge. • Work to support the IT team, also liaising with external suppliers during urgent situations/ unplanned outages.
Necessary Skills/Aptitude/ Knowledge/ Experience:	• Keen interest in technology and continuous learning. • Strong understanding of software, operating systems, and networks. • Logical thinking and effective IT problem-solving. • Excellent communication and user-focused approach. • Patience and empathy when supporting users with varying levels of technical ability. • Ability to work collaboratively in a small team.
Desirable Skills/Aptitude/ Knowledge/ Experience:	Previous experience in all areas is not required, anyone with the right attitude to learn and develop, will be provided with training and on the job support where needed. • Windows desktop support, Android & iOS, peripherals. • Active Directory, Entra ID, Intune, Group Policy. • Hyper-V, Windows Server, DFS, backups (local/cloud). • Networking (Layer 2/3, VLANs, DNS/DHCP, routers, firewalls, VPNs). • Office 365 stack (Admin Centre, Intune, Defender, Exchange Online, Teams, Power Platform, SharePoint, OneDrive, Office). • Understanding of cybersecurity best practices. • Cloud-based phone systems.



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Qualifications: (Desirable to do the job)			
Key Internal Relationships:	• Directors • Finance • All Internal Departments/Teams within the business • Senior Managers • All Employees		
Key External Relationships:	• Suppliers		
Prepared By:	Josh Hudson	Date:	November 2025