



## IT Assistant

|                       |                                         |
|-----------------------|-----------------------------------------|
| <b>Job Title:</b>     | <b>IT Assistant</b>                     |
| <b>Salary:</b>        | <b>£25,000 per annum</b>                |
| <b>Hours:</b>         | <b>35 hours (Mon to Fri, 9am – 5pm)</b> |
| <b>Responsible to</b> | <b>IT Manager</b>                       |

### Main purpose of job:

To provide first-line technical support to users by installing, configuring, and maintaining computer hardware and software, troubleshooting basic issues, setting up new user accounts, and assisting with network connectivity, all while offering excellent customer service and communicating effectively with non-technical users; essentially acting as a primary point of contact for IT-related queries within an organisation.

### Main duties and responsibilities:

- I. Hardware and software setup: Installing, configuring, and updating computer hardware and software applications for new employees or as needed.
- II. Troubleshooting support: Diagnosing and resolving basic technical issues with computers, telephony, database queries, network connectivity and software applications.
- III. Help desk operations: Managing incoming technical support requests via phone, email.
- IV. User account management: Creating, modifying, and managing user accounts and access levels.
- V. Inventory management: Keeping track of IT equipment and software licenses.
- VI. Documentation and training: Creating user guides and providing basic training on new systems and applications.

Together with such additional general duties as the Employer shall reasonably require, having regard to the needs of the Employer's business as a Charitable Trust.

**Required skills:**

- I. Strong understanding of computer hardware and software.
- II. Basic networking knowledge.
- III. Excellent customer service skills and ability to explain technical concepts in layman's terms.
- IV. Effective communication skills, both verbal and written.
- V. Ability to prioritize tasks and manage time effectively.
- VI. Problem-solving and troubleshooting skills.