

# Trainee ICT Technician

<b>Main Purpose of the Role</b>	To provide ICT support to the users within the business and to troubleshoot hardware and software issues as and when they arise.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• To provide first line support, answering queries via email, phone or face-to-face.</li> <li>• To answer support tickets submitted via the IT Helpdesk in a timely manner.</li> <li>• Carry out network scans through the Helpdesk to highlight potential hardware issues.</li> <li>• To take ownership of first-line user issues and be pro-active when dealing with queries.</li> <li>• To update the asset register and record IT kit being deployed in the business.</li> <li>• Follow the process for managing licensing and ensuring compliance is maintained.</li> <li>• Troubleshooting laptops, desktops and printers.</li> <li>• A sound understanding of the common Microsoft Office programs (Word, Excel, Outlook etc.)</li> <li>• Adding new users to the system and setting up email accounts.</li> <li>• Configuring new computers for use on the network/ decommissioning old kit.</li> <li>• Network troubleshooting and monitoring the performance of the systems.</li> <li>• Provide support and initial training to staff on the use of the businesses software systems.</li> </ul>
<b>Key Skills, Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Ability to use own initiative as well as working effectively as part of a team.</li> <li>• Excellent time management skills with the ability to prioritise own workload.</li> <li>• Excellent communication skills both written and verbal.</li> <li>• Excellent troubleshooting skills and the ability to follow an issue through to a solution.</li> <li>• Excellent attention to detail and self-organisation.</li> </ul>
<b>Key Attributes</b>	<ul style="list-style-type: none"> <li>• Flexible</li> <li>• Ability to work under pressure</li> <li>• Ability to work to deadlines</li> <li>• Keen to learn new technologies</li> <li>• Organised</li> <li>• Full UK Driving Licence</li> </ul>
<b>Hours of Work</b>	9.00am to 5.30pm Monday to Friday
<b>Reporting To</b>	Group ICT Manager
<b>Base</b>	Leeds with occasional travel to site

In the first instance, please forward a letter of application and CV to:

angela.briggs@gmicon.co.uk

No agencies please.

*GMI is an Equal Opportunities Employer.*