



IT Support Technician

Zenith International Ltd is a Bath based leading international consultancy that advises the food and drink industry on business and technical issues ranging from business strategy to factory design. Our market research, expert analysis and information services are used to support forecasting, business strategy, product development and market planning and our international conferences are attended by senior figures throughout the food and drinks industry.

This is a permanent role within the IT Team and you will report to the IT Administrator. Your key responsibility will be to provide support to internal staff and external consultants via telephone, face to face or using a remote application.

Excellent communication skills, a willingness to learn, use your own initiative, troubleshoot and maintain a professional image are key to this role.

Duties will include:

- First point-of-contact for all IT and phone support queries.
- Communicating with users face to face, via telephone or the IT Helpdesk to solve issues.
- New PC and laptop software builds. Smartphone setups.
- New user setup, IT inductions and leavers archiving.
- Administration of software and hardware systems such as CRM, firewall, etc.
- Managing the IT assets.
- Maintaining the IT manual.
- Liaising with third party companies for escalation.
- Managing and maintaining backup routines.
- Administer the comms systems – telephone, fax, marketing emails.
- Equipment auditing and PAT testing.
- Miscellaneous equipment purchases and deliveries
- Identify efficiencies or improvements that technology can bring to any area of the business.
- Be able to identify trends and common issues and come up with ideas and possible solutions.

Essential Skills:

Good communication skills

A willingness to learn

Able to work well under pressure and capable of taking responsibility

Energetic, friendly and highly motivated team player. Willingness to be flexible and adaptable to achieve results.

Initiative to troubleshoot and solve day to day user IT and phone support issues

One year previous IT Support experience

Microsoft Windows XP - Windows 7

Microsoft Office – 2000 - 2010

PC and laptop builds, printer setups

Active Directory – New user setups, configuration, archiving and password resets.

Microsoft Server 2003, 2008



Advantageous Skills:

Microsoft Exchange 2010

Hyper-V Virtualisation

Network Printers

Symantec Backup Exec

Watchguard firewalls

CRM

SharePoint

Dell hardware

Google Apps

Web development (HTML/CSS/ASP)

This is an exciting opportunity within an international business. Full support and training for this role will be given. The opportunity to further your knowledge and develop through accreditations and training is encouraged. Private Healthcare, pension, cycle to work scheme and other benefits are offered. Salary £17-20k depending on experience.

Please send cover letter and CV to jobs@zenithinternational.com.