IT Technician

Job Description

Job title: IT Technician
Salary: £20,000.00
Hours: Full time
Location: Milton Keynes, UK.

Job role

The IT Technician is responsible for monitoring, maintaining and upgrading the computer systems and networks. Their day to day responsibilities will include installing and configuring computer systems, diagnosing hardware and software faults and solving technical and application problems. The IT Technician will oversee the smooth running of computer systems and programs whilst ensuring users get maximum benefits from them.

Company Background

K International has been providing language support to global corporations and government departments for more than 30 years, allowing businesses to accurately communicate anywhere in the world. Our teams of experienced translators, designers & project managers are ready to turn company expansion aspirations into a multinational reality.

You will be communicating on a daily basis with the stakeholders involved in providing our translation and language services which will include the staff members, suppliers, clients and partners.

Job objectives and responsibilities

The following represents the key activities that the IT Technician will be responsible for:

- Installing and configuring computer hardware, operating systems and applications
- Conducting electrical safety checks on computer equipment
- Monitoring and proactively maintaining computer systems and networks
- Replacing parts as required
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Monitoring Help Desk tickets and resolving user issues
- Responding within agreed time limits to call-outs
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
- Rapidly establishing a good working relationship with colleagues, customers and other professionals, such as software developers
- Setting up new users' accounts and profiles and dealing with password issues
- Providing support, including procedural documentation and relevant reports
- Following diagrams and written instructions to repair a fault or set up a system
- Supporting the roll-out of new applications or updates
- Testing and evaluating new technology
- Maintaining documentation and hardware/software registers
IT Technician

Skills required

- Ability to think logically
- Good memory of how software and operating systems work
- Excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- Ability to work well in a team
- Problem solving skills
- Strong customer focus
- Ability to prioritise your workload
- Attention to detail

Work experience

Ideally we would like to see at least 1 year of experience in a similar role.

Attitude

We are looking for a candidate who will feel at home within our company values, for this they will need to be able to demonstrate:

- A positive, can-do attitude
- An inquisitive, curious mind
- A proactive, logical approach to problem solving and delivering solutions
- Ability to take ownership for delivering their own individual tasks
- Ability to make a valuable contribution to a team effort

Qualifications

Ideally candidates for this role will have:

- 4 GCSEs or equivalent including Maths and English
- IT related qualifications
- A genuine passion for Information Technology

Applications

Please email your CV and Covering Letter to HR@k-international.com

Deadline for applications is 23rd of March 2017