

Job description:

IT support engineer

Reports to: Head of IT

Based at: Levitt Bernstein, Thane Studios, 2-4 Thane Villas, London, N7 7PA,

Purpose: To provide 1st and 2nd line IT support services, acting as the first point of contact for all IT needs across the Practice.

Key responsibilities

General

- Act as first point of contact for all users requiring IT support
- Log and document all support calls
- Escalate support requests as required
- Manage the commissioning and decommissioning of user workstations, laptops, mobile phones, printers and associated peripherals
- Ensure existing end user hardware is maintained
- Administer hardware and software inventory
- Oversee hardware faults and repairs
- Manage the addition and removal of staff
- Manage Wifi
- Administer Lansweeper software
- Support conferencing and AV systems
- Develop, maintain and review user guidance
- Ensure all systems and processes evolve from a 'first time fix' focus
- Oversee purchase of IT goods and services
- Research and maintain knowledge on current ICT trends
- Maintain supply of IT consumables to ensure uninterrupted use of IT equipment
- IT Inductions for new staff
- Provide training in new software and hardware
- Other adhoc duties as may be reasonably required.

Other duties

- Assist Head of IT and third-party partners outside normal working hours, as may be reasonably required, which are consistent with the general level of responsibility for this role.

Personal attributes

- Excellent verbal and written communication skills
- Great organisational skills
- Natural problem-solver and analytical thinker
- Ability to work well as part of a team and to meet demanding deadlines

Professional skills

- IT qualification to degree level
- Minimum two years 2nd Line support experience in similar industry
- Experience in supporting:
 - Windows 10
 - Office 365
 - Teams
 - Active Directory and Group Policy
 - WebRoot Antivirus
 - Citrix Virtual Desktops
 - vmWare
 - Dell / HP / Cisco Hardware
 - Xerox / HP Printers
 - Apple iPad / iPhone / mac book pro
- Experience in managing user security groups and general active directory administration
- Experience in mobile device management
- Service desk administration experience
- Knowledge or qualification in ITIL
- Preferred knowledge of
 - Newforma
 - Union Square
 - Mimecast
 - Open Asset
 - Revit
 - Autocad
 - V-Ray
 - Sketchup