

Unit 3
Stourton Link
Intermezzo Drive
Leeds
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+44 (0) 113 270 4841

Email:
hr@steepergroup.com

www.steepergroup.com

Vacancy

Senior IT Support Technician

Steeper Group is a privately-owned business that was formed almost 100 years ago. Since then we have expanded across prosthetics, orthotics and assistive technology – with a focus on creating significant turning points in individuals' lives through exceptional clinical services and award-winning products.

We are a true leader in our market. From humble beginnings, we have grown to become one of the UK's largest suppliers of Orthotic, Prosthetic and Assistive Technology products. Uniquely, we combine age-old craft skills with the latest innovations in manufacturing and materials.

Steeper's vision is to create life's turning points, together. We aim to do this with innovative prosthetic, orthotic and assistive technology products and services.

We have an opening in our IT Support department for an experienced IT Support Technician. This role is ideal for an IT Support engineer with experience in network and storage infrastructure, looking to develop your skills.

Duties/ Responsibilities:

- To provide technical support; answering support queries either onsite or via phone or email.
- To maintain a high degree of customer service for all support queries.
- To take ownership of user problems and be proactive when dealing with user issues whether raised directly or via escalation from another team member.
- To log all calls on the call logging system and maintain full documentation.
- Respond to enquiries from clients and help them resolve any hardware or software problems.
- Support users in the use of Computer equipment by providing necessary training and advice.
- Work as part of the IT Support team and any other operational/project teams as requested by the IT Manager.
- Manage workloads and notify the IT Manager when KPI/Targets are going to be breached.
- To allocate more complex service issues to the relevant IT Support team member.
- Raise any security concerns to the IT Manager.
- Maintain reports and logs in line with departmental policy.
- Obtain quotes and process orders in line with departmental policy.
- Setting up and configuring new laptops and desktops.
- Installing authorised software to laptops and desktops.
- Configure/maintain computer systems, networks and peripherals as instructed.
- If required, undertake trips to other sites/data centre including staying overnight where appropriate (and maintain a valid UK driving licence).
- Any other duties as requested by the IT Manager.
- Keep abreast of IT Trends and engage with IT Manager to develop personal development plans.

Required Skills:

- Must hold a valid UK driving licence
- Active Directory user and computer administration
- Windows desktop and Windows Server administration
- O365 administration
- Exceptional Customer Service skills with good telephone manner
- Proven experience working within IT service delivery

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- Excellent troubleshooting and problem-solving skills
- Excellent ability to transfer knowledge within a team

The below skills/experience would be beneficial to the role:

- General Network administration and troubleshooting, TCP/IP and WAN/ LAN /Wi-Fi
- Experience supporting ShoreTel Phone systems
- Experience working with VMware Virtual Data Center and Microsoft HyperV
- Experience with Android Mobile devices
- Experience working with Veeam Backup & Replication
- ITIL Certified

The ideal candidate will have previous experience in IT Support\Helpdesk with solid Customer Service experience and preferably be Microsoft certified.

If you feel you have the necessary attributes to be considered for the above position, to apply, please complete an application form or submit your CV. Application forms can be obtained by emailing the HR team on (hr@steepergroup.com). Alternatively visit <https://www.steepergroup.com/about-steeper/our-people/careers/> and download an application form from the website.

Due to the high volume of applications we anticipate we will receive for this role, in the event you have not heard from us within 14 days, we regret to inform you that you have been unsuccessful in your application.



Steeper is committed to valuing diversity and treating everyone who works for or wishes to work for us fairly. We will treat everyone with the same attention, courtesy and respect, regardless of age, impairment, ethnic origin, nationality, religion or belief, social class, sex, sexual orientation, gender reassignment, marital or civil partnership status, responsibility for dependents, pregnancy and maternity or trade union activity. Steeper is committed to act positively towards disabled people and we actively welcome applications from disabled people.