JOB DESCRIPTION

Job Title	1st Line Support Technician
Reports To	Head of IT
Function	IT
Version/Date	1.0 November 2024

Job Purpose

Reporting to the Head of IT, the 1st Line Support Technician will provide 1st support to users across the Armstrong Works site.

The role will provide assistance to users by troubleshooting issues and ensuring the correct set-up and maintenance of hardware for all employees. The role will offer the first point of contact via the service desk for user support.

The role will also require project involvement relating to system upgrades and various ongoing business security initiatives/requirements.

Our new recruit is tasked with acting independently and as part of the team as a 1st Line Support Technician and with establishing good working relationships across the Business including Business support functions, Projects and Engineering.

Key Responsibilities

1. Providing 1st line support for user systems (on premise and remotely) and ensuring SLAs are met.
2. Responding to support tickets created on the service desk.
3. Setting-up new laptops/hardware and configure user Remote desktop/VDI instances.
4. Assisting all users with password resets and other login issues using Active Directory.
5. Diagnosing and resolving IT issues related to user hardware.
6. Escalating more complex issues to 2nd/3rd line support.
7. Supporting the IT team with monitoring and inventory management.
8. Able to provide out of core hours support when required.
9. Performing miscellaneous duties as directed by the Head of IT in support of performance objectives of the department.
10. Other related duties as assigned.

Skills/Experience

- Relevant IT qualification, HNC or above.
- Proven experience working within a customer service-based role is desirable.
- Strong understanding of Microsoft products.
- Excellent verbal communication skills with the ability to communicate effectively with technical and non-technical customers.
- Organisation and time management skills.
- Strong understanding of general IT concepts and end-user issues.

- A problem solver and capable of gathering relevant data and identifying potential improvements and alternatives in a logical manner.
- Be highly motivated, manage your own workload and meet deadlines while working under pressures in a fast-paced, dynamic environment and as part of a team.

Personal attributes and other requirements

- Flexibility and ability to sometimes work unsocial hours to perform out of hours maintenance.
- Able to connect remotely from home when required.
- As a defence contractor, we have a number of security obligations placed upon the Company, which means that all our staff, must be able to successfully achieve the relevant security clearances.

Working Conditions

Primarily office based (in Newcastle upon Tyne)