IT Support Technician (Shift based)
Location: Site Based (Leeds)

Due to business expansion an exciting opportunity has arisen for a IT Support Technician to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers.
We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family.
We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of
Technology Solutions
Cyber Security
Cloud Solutions
Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, One that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

Investment in the talent, skill and dedication of our people translates into world class customer service making sure we deliver it on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further successful growth, and be instrumental in the guiding and developing technical excellence.

Brief Role Description:

As an IT Support Technician, you will be involved multi-tasking and a variety of issues for each account. You'll work in a friendly team and be directly supporting the IT Infrastructure and Development Manager. Additionally, you'll be expected to liaise with both senior stakeholders and third parties, so strong communication skills are a must.

Shift Pattern:
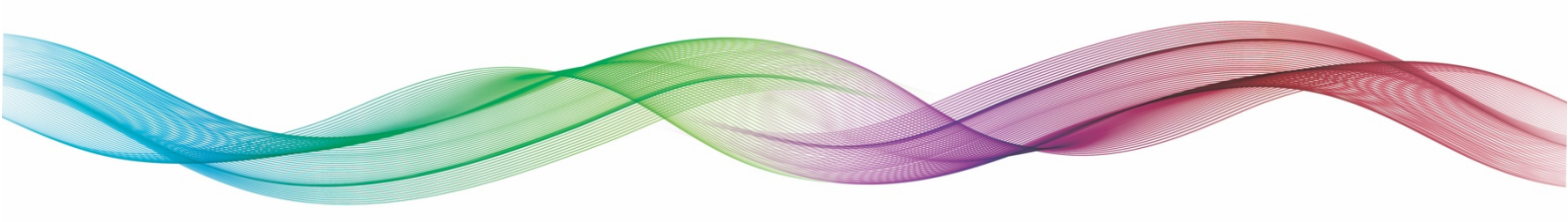Week 1: Mon - Fri 07:30 - 15:45; Sat 07:30 - 14:00;
Week 2: Mon - Fri 11:45 - 20:00; 1 Rotating shift of 12:45 – 21:00
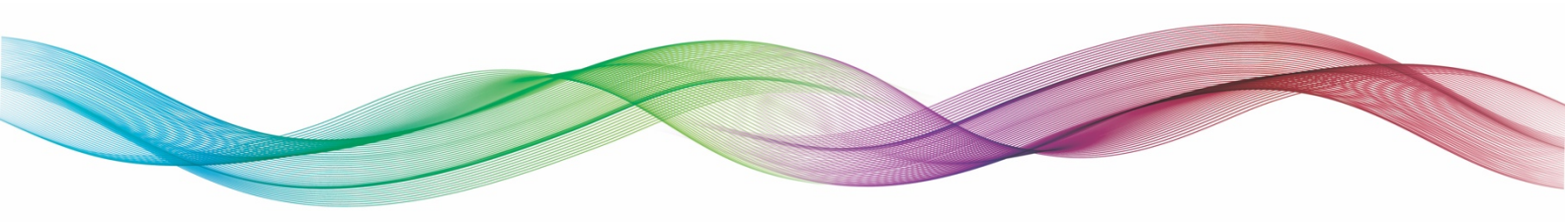
Responsibilities for the role may include some of the following:

- Providing effective and friendly IT support to all users across sites over the business core operating
- hours – predominantly over the phone
- Resolve support issues on Microsoft Windows 7 including desktop applications. Basic phone system management.
- Side by side supporting of key stakeholders during periods of technical difficulties
- Complete daily proactive checks of the IT infrastructure systems
- Maintain existing and deploy new desktop systems as required.
- Assist with the proactive management of the IT infrastructure including the monitoring of server systems, antivirus and backup solutions.
- Identify possible issues and escalate to senior systems support if necessary.
- Escalate recurring and major incidents to relevant senior support staff working closely with second line technicians and systems engineers
- Follow department procedures and processes for key administration tasks as required.
- Work closely with infrastructure service providers to proactively monitor and maintain the IT and Telecoms Infrastructure.
- Constantly review the current IT infrastructure
- Be available for periodical trips down (London) to assist with cross site support
- Support video conferencing technologies for our executive team, assisting with physical meeting room set ups as well as software
- Company mobile device administration for IOS software
- Assist with handling of stock items and computer equipment, including clearing away empty boxes once they have been used

Skills, Knowledge and Experience (Essential):

- Technical writing / drawing skills
- Excellent verbal communication skills
- Aptitude to operate independently and take accountability for the delivery of assigned initiatives.
- Ability to identify and understand underlying technical issues, root cause analysis of recurring IT issues is key to the role.
- Full server administration, data archiving, user management, performance and capacity balancing, system fault monitoring and remediation, cable patching and documentation, offsite backups of system and application software
- A good understanding of Windows operating systems, client-server networks and Microsoft Office applications is required. Training will be given on specific client application stack
- Basic understanding of Microsoft Technology Stack
- Understanding of network technologies
- Basic understanding of backup technologies and techniques
- Microsoft Remote Desktop Services
- SharePoint Administration
- Have the ability to learn and has good interpersonal skills within a challenging and demanding environment.
- Ability to work under pressure, with a can-do attitude

Skills, Knowledge and Experience (Advantageous):

- MCSA (or equivalent) Demonstrable IT support experience, working within a busy IT service desk environment
- A strong technical background and broad spectrum understanding of IT Technologies

Benefits Include:

- An industry matching salary.
- Pension Scheme with significantly higher matched contributions
- A tailored professional and personal development plan.
- Receive up to 10 days training per annum, relevant to your position.
- When you join Concorde, you'll get your pick of our amazing company perks from Perkbox.
- Free financial wellbeing advice from Alexander Beard Group
- Childcare voucher scheme.
- Take part in our regular events and activities outside of work. for charity or just for fun
- Birthdays off as a paid holiday
- An extra weeks holiday the year you get married
- Referral scheme for bringing superstars to the business

Interview Process:

- **First stage:** This will be a 20 minute – 30-minute recruitment conversation with one of Concorde's recruitment team
- **Second Stage:** This will be a 30 minute – 60-minute technical conversation with one of Concorde Technical managers
- **Third stage:** A face to face interview in Wakefield HQ office or Leeds Based Site with a member of the Concorde Senior Management Team;
- **Final Stage:** This is offer and agreement of a start date. Start day is usually a Monday @ 9:30am dependent on your availability.

If you're seeking an exciting and challenging role where you can use your skills and learn new ones, whilst influencing the success of growing business then apply now and one of our Internal Recruiters will contact you, to discuss your experience and skill-set.

Please send your CV together with details of salary expectation to: recruitment@tctg.co.uk

Further information on the Concorde technology group can be found at www.tctg.co.uk

Concorde Technology Group are an equal opportunities employer and welcome applications from all sectors of the community.