



IT Support Technician

An IT Support Technician vacancy is available, to work in our IT team, at Odiham, Hampshire. This is a permanent, full time position, responsible for delivering technical support across the Company, ensuring that IT systems, hardware, software, and network services operate efficiently.

The role provides primarily first-line support, and working closely with the Senior Support Analyst and IT team, resolves technical issues, support IT projects, and contributes to the continuous improvement of IT and related services. Some of the responsibilities are:

- Act as first point of contact for technical support for local and remote users.
- Troubleshoot, repair, and upgrade servers, computers, phones, printers, and other peripheral devices.
- Install software and provide support for products including software and hardware.
- Set up and configure workstations, phones, and other areas for staff.

We are looking for applicants who are enthusiastic, motivated, with a willingness to learn, who are able to use their initiative, and think independently. The successful candidate should:

- Ideally have a degree or equivalent qualification in IT, Computer Science, or a related discipline.
- Ideally have relevant industry certifications such as CompTIA A+, Network+, Server+, Security, and Microsoft MTA, MCP.
- Have proven skills and experience in IT Support, specifically:
 - Knowledge of Windows operating systems, Microsoft Office, Active Directory, LAN, VPNs, and security products such as anti-virus.
 - Software troubleshooting and technical support roles.
 - Proficiency in network connectivity.
- Have a minimum of one years' experience in:
 - technical support, clients/servers, and applications;
 - client/server administration & management; and
 - network connectivity/security administration & support.
- Have excellent customer service skills with the ability to communicate technical information clearly and effectively to end users, and with all levels of staff.
- Be prepared to work outside the standard working hours per week, as may be required, and be prepared to travel, e.g. in the UK and internationally.

The hours are Monday to Friday, nominally 35 hours per week, 7 hours per day, plus a one-hour unpaid lunch break, 8:00 am to 4:00 pm or 9:00 am to 5:00 pm, as agreed and set with the manager.

You will be joining a stable and well-established organisation, in state-of-the art offices, offering a very comfortable working environment. Other benefits include annual leave 28 days rising to 33 days pa pro-rata (inclusive of Bank/Public holidays), work related contributory pension scheme, free Wi-Fi, and on-site parking.

Please apply with your latest detailed CV, a covering note, and an indication of your salary expectations, via email to: recruitment@spectro-oil.com.