**JOB PROFILE**

**Job Title:** IT Support Technician **Hours:** Mon – Fri 9:00am to 5:30pm
**Salary**: £22,000 - £30,000 L**ocation:** Predominately Home Based with Office Visits

**Job Summary:**

We are seeking an IT Support Technician who possesses experience in providing support for Microsoft 365, Desktops, Servers and Networking.

Working as part of the service team you will be exposed to a broad and interesting range of technical support.

The position will involve an initial onboarding period at our Penryn Office, and progress to home working with occasional office visits.

The company is committed to providing comprehensive training, including Microsoft 365 Certifications, to support your professional development. You will have access to a structured learning path and a dedicated training platform that offers hands-on e-learning content for continuous growth and skill enhancement.

As part of the role you will be required to work towards gaining Microsoft 365 Certifications.

## Responsibilities and requirements:

* Microsoft 365 Technical Support and Network Administration
* Desktop Support (Windows Desktop / Microsoft Office / Endpoint Security)
* Support of Backup Systems / Routers / Switching / Access Points
* Support of mobile devices, IOS, Android
* Good customer facing skills and the ability to communicate with people at all levels
* Maintain confidentiality regarding customer and company data

## Personal Qualities

## Enjoys customer communication

## Not phased in a busy environment

## Works well in a small, friendly team

## Can manage customer expectations

## Excellent telephone manner

## Proactively seeks opportunities to develop existing skills

## Proactive approach and a willingness to learn and train others

## Personal Development

As part of this role, we are keen for our staff to continue enhancing their skills and capability and to progress within the business.

Assistance will be provided for you to learn and expand your knowledge into other areas of IT services that we provide, this includes:

* Cyber-security products and services
* Microsoft 365 and Azure
* Microsoft Teams Phones Systems and 3CX
* Firewalls and Switching
* Virtualisation and Windows Server

Please send your CV with a covering letter to **careers@ncitech.co.uk.**