

## IT Service Desk Technician

Department: IT  
Hours per week: 37.5  
Basis: Permanent

### Job Purpose

The IT Service Desk Technician provides front-line primary technical support and guidance to the business and supports the functional and operational efficiency of the IT department.

### Key Responsibilities

- Supporting users in the use of computer equipment by providing necessary training and advice
- Taking ownership of issues assigned to you and follow through the system to completion
- Prioritising, organising and managing own workload in accordance with required schedules, ensuring customer needs are met
- Documenting all associated resolutions and/or actions taken in the Service Now system
- Ensuring system security is maintained at all times
- Working with the wider IT team to market and promote the IT service to end users

### Knowledge, Experience & Skills Required

We are happy to accept applications from those with a background in a Service Desk role or a graduate (with an IT related degree or BTEC) who is looking to make their first step into a role.

Those with experience in a similar role should be able to demonstrate:

- Experience performing system administration functions in a corporate environment
- Active Directory administration experience
- Demonstrable ability to troubleshoot Windows 7/10 enterprise workstation and Windows Server platform 2008/12/16
- Experience of installing and supporting PC's
- Familiarity with computer technologies, network environments and activities

You must be a good team player and confident communicating with a number of stakeholders.

If you are interested in this role,  
a job description is available on request.

Please send all applications to:  
[careers@allergytherapeutics.com](mailto:careers@allergytherapeutics.com)