

## **Junior IT Support Technician Job Description**

The IT Support Technician will be responsible for general maintenance of defined computer equipment and for the resolution of identified technical problems for commercial and domestic customers.

The following indicate some of the principal tasks and responsibilities:

### **Software**

- Test new software
- Make software available to appropriate customers where requested
- Ensure the anti-virus software is installed, kept up to date and working properly on all customers stations, where appropriate
- Set up and maintain user e-mail accounts, when requested by customers
- Provide troubleshooting resolution and updating/upgrading of software to customers

### **Hardware**

- Maintain customers computer peripheral equipment, as requested
- Assist other technicians on in the office where required
- Keep a log of all technical faults (Support log)
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract
- Provide troubleshooting resolution and updating/upgrading of hardware to customers
- Assist with and provide support/troubleshooting for server hardware

### **Network Management**

- Check the network back up daily for maintenance customers
- Set up, maintain and remove user network accounts where appropriate
- Carry out routine network maintenance tasks

### **Office Administration**

- Maintain stock for office and website [gingerfoxit.com](http://gingerfoxit.com)
- Order office stationary where necessary
- Responsible for arranging couriers for any deliveries in the office
- Ordering of ink cartridges and toners for customers, as and when orders are placed
- Checking deliveries on arrival into the office

### **Personal Qualities – An Help Desk Technician will need to**

- Be able to work on his/her own initiative
- Demonstrate practical knowledge and problem-solving strategies
- Have high quality inter-personal skills
- Keep abreast of new developments in software and hardware