



Changing lives every day

## **IT Technician**

**Circa £26,000**

**Permanent – full time**

### **Auriga Services Ltd**

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

[www.aurigaservices.co.uk](http://www.aurigaservices.co.uk)

Registered in England. Company number 5093179

## Background

Auriga Services Ltd is a dynamic, fast growing public benefit entity. With a track record spanning 21 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds for water company customers, and income realisation for local authority residents and patients within the NHS. We help over 1,000 people every day who are experiencing financial hardship.

We are a company of over 85 friendly staff based in Sutton Coldfield (all at home at present). We are seeking exceptional people with passion, enthusiasm and ability, to join us and make our mission a reality.

We enjoy flexible and home working, a generous holiday allowance, good pension and a great working environment (COVID permitting).

## Job purpose

Accountable to the IT Manager, the IT Technician will be responsible for ensuring that Auriga staff receive a fast, friendly service to keep them operational at all times. You will have the assistance of a 1<sup>st</sup> line support technician, who you will also line manage. You will be providing second line IT support yourself. Assisting and supporting the Senior Management Team with IT support as required.

## Responsibilities

- ★ Providing fast, polite and efficient responses to all staff.
- ★ Provide second line IT support
- ★ Line manage first line IT support technician.
- ★ Reporting and tracking any tickets unable to be resolved to external IT provider.
- ★ Monitor, prioritise and resolve the incoming support calls from staff, liaising with IT colleagues and other staff as required.
- ★ Managing the installation and configuration of IT equipment, including new user accounts
- ★ Deliver IT induction training for any new staff, and existing staff when required.
- ★ Administration of telephone lines, systems and mobile devices.
- ★ Management of maintenance contracts of software.
- ★ Administration of Office365 including user management.
- ★ Ensure that correct procedures are followed for granting and maintaining access to systems and IT resources.
- ★ Carry out periodic audits of assets to ensure that the system is up to date and being used correctly.
- ★ Take the lead on specific smaller IT projects or aspects of larger projects.
- ★ Assist the IT Manager with larger IT projects across the company.
- ★ Work with the Finance team to check and approve IT invoices.
- ★ Complete IT Security Audits when required.

## General Responsibilities

- ★ To be responsible for his/her own health and safety and the health and safety of others.
- ★ To be responsible, in conjunction with others, for the security of office documentation, equipment and premises.
- ★ To understand the Auriga culture and to promote company responsibilities and behaviours
- ★ To be responsible for his/her own training needs and to participate in agreed training to enhance skills and the potential for career development.
- ★ To undertake such other duties as are commensurate with the nature of the post and the level of responsibility.
- ★ Positively consider and promote team improvements as appropriate.
- ★ Understand the concept of stakeholder management and the importance to the company.
- ★ Ensure first class customer service to both internal and external colleagues and customers.

## Auriga Values and Behaviours

- ★ A positive attitude towards the demands of a changing organisation with commitment to self-development.
- ★ Determination and responsibility to support the success of the organisation.
- ★ Commitment and an understanding of the importance of first-class customer service.
- ★ Able to work in a strictly confidential manner.
- ★ Belief in and commitment to equality of opportunity for all.
- ★ Recognising, acknowledging and dealing with own personal prejudices.
- ★ A positive and supportive attitude toward other team members.

## Person Specification

- ★ Good organising and process improvement skills.
- ★ Ability to plan and to recognise external influences.
- ★ Strong customer focussed verbal and communication skills
- ★ Highly motivated and determined.
- ★ Ability to work on own initiative and as part of a team.
- ★ Flexibility and enthusiasm.
- ★ Ability to adapt to growth and change and to continuously seek improved ways of working.
- ★ Ability to work in a strictly confidential manner
- ★ A positive and supportive attitude toward other team members.

## Experience and Knowledge

- ★ Minimum 3 years' experience and knowledge of networks and IT infrastructure
- ★ Minimum Comp-TIA A+ qualification or equivalent
- ★ High level of attention to detail
- ★ Highly organised
- ★ Able to work to tight deadlines

## Contract and Hours

This is a full-time contract, working 37.5 hours per week with additional work as required.

## How to apply

To convince us that we should shortlist you for interview, it's important that you write us a good letter introducing yourself. We're looking for those that take the extra effort to do some research on our company and demonstrate a desire to work in a company with our values.

***We automatically reject an application that arrives without a covering letter explaining why you want this role.***

Send your covering letter and CV by email to:

**Laura Cox** - [LCox@AurigaServices.co.uk](mailto:LCox@AurigaServices.co.uk)