



Changing lives every day

Second Line IT Technician

Permanent

Full Time

£25,000 - £28,000

Job Purpose

Accountable to the IT Manager, the Second Line 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 two first line support technicians, who you will also line manage. Assisting and supporting the Senior Management Team with IT support as required.

This is a very exciting time to join Auriga's IT team; you will be supporting the IT manager with the development of Auriga's brand new in-house case management software.

Responsibilities

Role responsibilities will include but are not limited to:

- ★ Providing second line IT support, quickly and efficiently, and line managing two first line IT support technicians.
- ★ Managing incoming support calls from staff, liaising with IT colleagues and other staff as required.
- ★ Reporting and tracking items escalated to external IT providers.
- ★ Managing the installation and configuration of IT equipment, including new user accounts. Ensure correct procedures are followed for granting and maintaining access to systems and IT resources.
- ★ Administration of telephone lines, systems and mobile devices. Administration of Office365 including user management, and managing other software contracts.
- ★ Carry out periodic audits of assets to ensure that the system is up to date, and completing IT security audits when required.
- ★ Assist the IT Manager with larger IT projects; leading on specific smaller projects.
- ★ Support IT Manager with the development of our new in-house case management software, and the ongoing maintenance of existing databases.

Key Skills and Attributes

The ideal candidate for the role would have the following:

- ★ Highly motivated, passionate and target driven, able to work to tight deadlines and challenging targets

- ★ Positive attitude, demonstrate understanding, be respectful, have impact, be genuine and action oriented
- ★ Can offer inspiration and solutions with the ability to think proactively and problem solve
- ★ Ability to see the bigger picture, fully aligned with strategic objectives with a good eye for detail
- ★ Take responsibility and be accountable for decisions
- ★ Focused on outcomes without compromising on quality
- ★ Ability to work on own initiative and as part of a team
- ★ Ability to work in a strictly confidential manner

Education and Experience

Essential:

- ★ 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

A Little about Auriga

Auriga Services is a dynamic, fast growing public benefit entity with a vision to **support three million healthy homes by 2030**.

With a record of accomplishment spanning 22 years, we 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 making a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds, realisation of Welfare Benefits, Debt Advice, Welfare Reform services and emergency fuel payments. Our clients are the major water and energy utility companies, local authorities and the NHS.

Why Work for Auriga

We are seeking exceptional people with passion, enthusiasm, and ability to join and make our mission a reality.

- ★ A job and a career with induction, training and development
- ★ Holiday entitlement starts at 28 days and increases with length of service
- ★ Working patterns and hours that can be flexible, subject to meeting business needs
- ★ Generous pensions contribution
- ★ Location close to Sutton Coldfield centre and 2 minutes from Sutton Coldfield station
- ★ Equal Opportunities Employer

Interested? Here's How to Apply:

Please forward an up-to-date CV, together with a covering letter expressing your motivation for applying to:

Laura Cox, IT Manager – lcx@aurigaservices.co.uk

Closing Date: Friday 7th January 2022

Please note: we automatically reject any application without a covering letter.

