

RECORD

IT Support Technician

The Role

Working in a Windows environment the successful candidate will require a strong base knowledge of Windows Infrastructure, particularly the Windows 10 platform and the Microsoft Office 365 suite.

The candidate must be enthusiastic and have the ability to learn many different aspects of IT. This is an excellent opportunity for someone to join an IT Team that is forward thinking and looking to position the company at the cutting edge of technology. With many new projects underway, including migrating to a new datacenter, as well as looking at working on new cloud solutions, you will gain valuable experience and exposure to new systems and technologies with the potential for progression.

The successful candidate must be a people person: outgoing, approachable and friendly. This is a user-facing role working alongside the people you will be supporting, as well as assisting your IT colleagues with ongoing projects, so it is important that a good rapport between the IT Team and the rest of the company is maintained. This role is available as a graduate role or an apprenticeship.

Record Currency Management

Record Currency Management is an established, independent currency manager, managing approximately £58.1bn (as at 31 March 2021) in client currency exposures. Our clients are largely institutions, including pension funds, charities, foundations, endowments, and family offices. Record's services include bespoke currency hedging, currency for return and additional currency solutions and consulting services.

You will be offered a comprehensive package including a base salary, bonus, pension, private medical and dental care, 25 days holiday, permanent health insurance, subsidised gym membership and a number of other salary sacrifice benefit options which are available for all employees. A hybrid working pattern will also be discussed and agreed within the team to allow some Remote working/'Work from Home'.

Key Responsibilities

Alongside providing support on IT projects, some of your day to day responsibilities will include:

- Responding to IT Support requests via our IT Help Desk ticket system
- Supporting the onboarding of new joiners by setting up their accounts and IT equipment
- Install computer software products, modify/repair hardware and resolve technical problems
- Provide technical support for all desktop, server, mac and mobile platforms
- Website and intranet maintenance and administration

Requirements

- Excellent communication/ interpersonal skills
- Strong working knowledge of Windows 10
- Any experience working with a Service-desk / Helpdesk Management Solution would be an advantage but not essential
- Working knowledge of Office 365 suite, particularly Outlook.
- Hardware support (building/repairing desktops and laptops, setting up PCs and monitors, maintaining printers, laptop issues etc.)
- Exposure to Active Directory, i.e. unlocking user accounts
- Basic knowledge of the concepts of networking (DNS, DHCP, TCP/IP)

Equal Opportunities Statement

Record is proud to be an Equal Opportunities Employer. We strive to be a diverse workforce where everyone is celebrated and included.

How to apply

Open to graduates and school/college leavers

Closing date: 27th August

Start date: TBC

<https://recordcm.peoplehr.net/Pages/JobBoard/Opening.aspx?v=5a6a82fd-b7d7-4237-9a80-8aa2a1b5b069>