

April 2021

Vacancy



The Whiteley Homes Trust

IT Support Technician

Full time – 37.5 hours per week

Salary – up to £25,000 per annum

We are looking for an IT Support Technician with a year's experience. Ideally you will be forward thinking with excellent customer-facing and communication skills.

The role is based on site, with occasional weekend/evening work which may be completed remotely. Responsibilities will include providing 1st and 2nd line support for desktop services; responding and acting to incidents; user and group administration through Active Directory and Office 365; assisting and implementing new technology; maintaining asset lists and inducting new starters. There is scope to be involved in some exciting projects over the next 12 months, enabling development and learning in the role.

Whiteley Village is a retirement community situated in Walton on Thames, Surrey in 230 acres of beautiful woodlands and we believe that everyone has the right to live well in a good home as they age, regardless of their limited financial means.

To be successful in the role you will need:

- Hold a relevant professional qualification, and a year's experience in a helpdesk position.
- Experience of providing a high level of customer service to users.
- Ability to use and support Microsoft products: Windows IO & Server; Active Directory; Group Policy, Office 2019 & O365 Applications.
- Good verbal and written communication skills.
- Knowledge of SQL, Firewalls, Switches, VLAN's, Wi-Fi, telephone systems, VPN technologies and desktop hardware.

In return we offer

- 34 days annual leave, including bank holidays.
- A supportive and friendly working environment.
- Ongoing training and development opportunities.
- Employee Assistance programme - Assistance with work, personal or family issues 24/7.
- Generous pension.
- Life assurance.
- Free parking and use of onsite facilities.

COVID vaccination, which we can assist with & DBS check are required for this role.

To Apply: send your CV and a covering letter to job.enquiries@whiteleyvillage.org.uk
Previous applicants need not apply.

Closing date: 23rd April 2021

