

Job Title: IT Support Technician	Location: Hunmanby, UK
Department: IT	Contract: Permanent, Full-time
Reports To: IT Manager and C&A IT Director	Direct Reports: N/A

1.0 Job Summary & Role

The IT Support Technician will provide IT support to internal DSE staff, ensuring the smooth day-to-day operation of systems and services. Responsibilities include resolving hardware and software issues, supporting users remotely and on-site, setting up equipment, maintaining networks, assisting with IT projects and upgrades, and keeping accurate documentation.

The role is based at our HQ in Hunmanby, North Yorkshire. The successful candidate will be expected to work primarily from this location; however, there will be an occasional requirement to travel as needed to support other sites, attend meetings, or assist with project work.

This role may require occasional out-of-hours work to resolve issues, perform maintenance, or complete upgrades with minimal disruption.

2.0 Key Responsibilities & Main Duties

- Providing first and second level support, act as a point of contact for ticket
- Assist with maintaining the company's servers, networks and security systems
- Specify, procure, configure and install new IT equipment and software
- Deal with first and second level support for computer, laptop, printer, phone/mobile, network, server, and backup issues within the company
- Provide training and advice on IT hardware and application software including Microsoft Office, IT Security etc
- Provide and take part in training when required
- Implement, maintain, and manage IT systems, ensuring the relative documentation has been completed/updated
- Work as part of the group cybersecurity team to manage the company's security software and policies
- Monitor IT systems and diagnose and repair issues
- Update/upgrade different types of software and hardware on the backend in conjunction with an authorised project plan
- Attend C&A and Generac meetings when required. Is aware that due to time zone difference it may not always be possible to join
- Leading IT Projects and working on project teams within C&A business group



3.0 Internal & External Relationships

- The role requires effective communication through both verbal and written channels, delivered in person where possible or via electronic methods such as telephone, email, Microsoft Teams, and Cisco Jabber
- These interactions will be global in scope, supporting internal staff who may be working remotely or across different locations

4.0 Key Performance Indicators

- Achievement of agreed IT support targets and service levels
- Delivery of IT projects in line with defined timelines, objectives, and quality standards
- Consistent and effective contribution to team processes and activities, supporting continuous improvement of IT services across DSE
- Effective time management to ensure optimum productivity and clear communication
- Maintenance of accurate and up-to-date technical documentation and procedures
- Accountability for own workload, delivering objectives accurately and within agreed deadlines
- Provision of a consistently high standard of customer service, ensuring all requests are handled efficiently, professionally, and in line with service expectations

5.0 Essential/Desirable Factors

Knowledge	
<p>Essential:</p> <ul style="list-style-type: none"> • Microsoft OS (Server / Clients), • Microsoft 365 • Network Experience • Use of a Ticketing System • Client / Server network experience 	<p>Desirable:</p> <ul style="list-style-type: none"> • Hyper-V / VMware experience, Linux / Mac experience • IT security experience • Cisco VOIP experience, MS SCCM
Skills & Attributes	
<p>Essential:</p> <ul style="list-style-type: none"> • Willingness and ability to learn new IT skills, with a commitment to ongoing professional development and training • Excellent communication skills, with the ability to engage effectively with both technical and non-technical colleagues • Ability to work independently using own initiative, as well as collaboratively within a team environment 	<p>Desirable:</p> <ul style="list-style-type: none"> • Strong organisational and time management skills, with the ability to prioritise workload effectively • Proactive, solution-focused approach with good attention to detail • Customer-focused mindset and commitment to delivering high-quality support • Adaptable and flexible when responding to changing priorities or urgent issues



JOB DESCRIPTION & PERSON SPECIFICATION



<ul style="list-style-type: none"> Strong IT troubleshooting, problem-solving, and system configuration skills 	
Experience	
Essential: <ul style="list-style-type: none"> Minimum of 5 years recent experience in the IT support industry Experience with Microsoft OS, 365, Servers and Hyper-V, Windows desktop OS Networking including switches, routers and firewalls. Experience with Ticketing systems 	Desirable: <ul style="list-style-type: none"> Experience working in an industrial company, working environment Microsoft SharePoint, Microsoft SQL Server, Microsoft TFS Experience with Cisco Call Manager, Cisco Unity, Cisco Jabber Ethernet, TCP/IP, DNS, DHCP. C#, ASP, SQL would be an advantage
Qualifications	
Essential: <ul style="list-style-type: none"> GCSE English & Maths or equivalent NVQ, A Level, or equivalent IT related qualification Full UK Driving Licence 	Desirable: <ul style="list-style-type: none"> Educated to MCP, MCSE, Cisco CCNA, Cisco CCNP, VMware or equivalent industry qualifications

Created by	Dated Created
IT Manager	02/04/2026

