MARK J REES

MJR

Trainee IT Support Technician

Job Description: Trainee IT Support Technician

Overall Purpose To assist with the provision of software and hardware support to staff.
Reporting to: The IT Manager

Trainee IT Support Technician, Leicester, £competitive

Mark J Rees LLP require a Trainee IT Support Technician to help its growing demand for IT functionality within the business.

This is an exciting opportunity for somebody looking to kickstart their career in IT. The role involves direct technical support for internal staff members.

The successful candidate will work closely with the IT Partner and IT Manager to provide effective IT assistance across all aspects of the business including general queries, fault handling, changes, and improvements to help ensure that staff are able to work effectively without disruption.

Key Responsibilities

- Answering end-user support tickets via email, phone or in person.
- Ordering new IT stock and consumables as instructed.
- Managing equipment bookings e.g., laptops for staff.
- Installation, configuration and deployment of software and hardware.
- Setting up new user accounts
- Setting up new computer equipment, including desktop PCs, printers etc.
- Daily monitoring of backup routines.
- Troubleshoot desktop and system faults and queries with colleagues and suppliers to diagnose and resolve issues.
- Record and maintain an assets log for laptops, mobiles, office phones and printers.
- Involvement in longer term development.

Desired Skills

The successful candidate should be able to demonstrate a natural enthusiasm for technology and be able to showcase that enthusiasm through IT hobbyist activity. This could be for instance helping friends and family with IT issues. The successful candidate should be able to discuss openly the methods they use to achieve this hobbyist activity and be able to answer questions about how they solved any issues they may have encountered.

The successful candidate will ideally have knowledge of:

- Microsoft desktop operating systems (Windows 10, 11).
- Common desktop applications (Outlook, Word, Excel).
- Basic computer hardware, including memory, drives and other components.

Personal Characteristics

- Hardworking
- Team player
- Exceptional eye for detail
- Excellent communication skills
- Practical troubleshooting and problem-solving skills.

- Passion for technology and its application.

For expressions of interest or to apply:
Please send your CV and Covering Letter, to **recruitment@markjrees.co.uk**