



Desktop Support Technician

Hellios Information is a supplier information and risk management company operating in the financial services, defence, and retail sectors. The company was founded to benefit major blue chip companies and their suppliers by providing a single streamlined approach by providing and sharing data across an industry community in areas including modern slavery, cyber security and GDPR.

Hellios has grown rapidly from a start up in 2012 to having more than 40 employees and a turnover of more than £4m. The Company is continuing to grow quickly and a key part of this role is to prepare the Company for further growth.

The ethos of Hellios and each of our employees is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners and the way we work with our customers please visit our website at <http://www.hellios.com>

Job title: Desktop Support Technician
Location: Kemp House, Chawley Park, Oxford OX2 9PH
Reporting to: Reporting to Business Analyst
Job summary: To provide technical support to the business

KEY RESPONSIBILITIES

- Assist with troubleshooting systems, network problems and diagnosing and solving hardware or software faults
- Escalate support requests as required
- Installing and configuring computer systems; installing and configuring computer hardware operating systems and applications
- Assist with the monitoring and maintaining computer systems and networks
- Talk users through a series of actions, to help resolve issues or setup systems
- To be able to multi-task in a fun but intensive environment where issue prioritisation is critical
- A strong interest in technology paired with the ability to grasp technical concepts quickly and easily is important

- Setting up of new user accounts and profiles across all systems/applications
- Assist in maintaining high IT standards throughout the company in line with Information Security certifications and best practices
- Assist with the upkeep of the IT Asset Register, including hardware, software, audio visual and telephone systems
- Assist with the maintenance of our internal infrastructure and network
- Assist with ensuring that software updates and patches are applied to all PC's when required
- Proactively react to any issues or problems detected whilst running antivirus software and taking the necessary actions
- Assist with the implementation of IT projects as and when required

KEY REQUIREMENTS

Knowledge and experience

- Proven communication skills
- General IT technical knowledge
- Knowledge of Microsoft Office 365
- Knowledge of video and phone conferencing
- Basic understanding of servers, networking, email and internet

Qualifications and skills

- GCSE / College Leaver or equivalent
- Minimum 5 GCSE's, including Math's/English
- Any IT related qualifications/training

Further information

Applicants wishing to work part time will also be considered for this post or it may be suited to an Apprentice.