

Desktop Support Technician

We have an exciting opportunity for a **Desktop Support Technician** to join our **London Offices** where you will be the main point of contact for all IT issues at our London based Headquarters for Colebrook Bosson Saunders, Union St (CBS).

Purpose of the Role

This role will be primarily based at Union St with attendance at other sites as required. We are looking for a dynamic individual who is excited about working in London at a business where technology continues to evolve to support the needs of the sales teams and customers who visit the spaces, and the office-based business partners.

Your responsibilities will include but are not limited to:

- Being on site and accessible to business partners for walk-ups
- Be an active member in the EMEA Service Desk Phone Group
- To work closely with the IT Training role in Wiltshire and be able to deliver their own training sessions to London based employees. Be comfortable presenting to large groups.
- Being the first port of call for User Password unlocks, compromised accounts, Syteline Business System user accounts, and escalate to the developers or the DBA team if necessary.
- Provide local support to some of CBS's custom in house applications.
- Provision of new and replacement computer hardware to Business Partners on an ad-hoc basis or forming part of an annual desktop refresh programme
- Imaging and configuration of that hardware to meet the specific roles and responsibilities the business partner has

In return, we will offer you a competitive salary and an attractive benefit package:

- 25 days holiday per annum, plus public holidays
- Private pension scheme
- Discretionary bonus linked to profit
- Life assurance scheme

Experience and Competencies

- Experience of Helpdesk / Service Desk / Desktop Support practices
- Experience of Windows 10 setup, provisioning and configuration
- Experience of Active directory ADUC, LAPS, GPO
- Experience of Microsoft Skype for Business and/or Microsoft Teams
- Experience of Office 365 / Amazon AWS / Cloud Apps (Salesforce.com)
- Experience of Infor Syteline ERP
- Experience of MFA (DUO, RSA, OneLogin Protect)
- Experience of MDM (MaaS 360, MS inTune, HexNode)
- Experience of Desktop hardware maintenance (Lansweeper, TeamViewer remote)

If you are an experienced **Desktop Support Technician** looking to take on a new challenge - we would love to hear from you!