

Careers



IT Assistant

Full-time, based in London

An outstanding opportunity has arisen in the CST IT team for an IT Assistant. Previous holders of this position have gone on to forge successful IT careers.

While the post would suit someone with technical support experience, serious consideration will be given to candidates without formal IT employment who can display technical aptitude and a willingness to learn about computers in a working environment. In-house training will be given and support for certified training may be provided where appropriate.

Main duties would include:

- First-line technical support for internal users with all their IT queries, including password resets, virus or email issues
- Monitoring and maintaining internal computer systems and networks
- Installation and configuration of computer systems for internal users
- Diagnosis and resolution of technical issues, hardware and software faults both over the phone and in person

The ideal candidate will have:

- A good working knowledge of Windows 7/10 and Office applications as well as Mac computers and applications
- The ability to troubleshoot technical issues
- Experience of dealing with users or customers
- A mature and responsible approach and ideally will be a self-starter, able to work without constant supervision

A basic understanding of networking, cloud technology and computer security would also be an advantage.

If you are interested (or know someone suitable) please apply by emailing a CV and covering letter to careers@cst.org.uk with the wording **IT Assistant** in the subject heading.

Closing date for applications: 29 September 2017 but may close earlier if a suitable candidate is found.