

# Careers



## **IT Assistant**

*Full-time, based in London*

This is a key role in the organisation working in a small IT team with exposure to some of the latest products from Microsoft, at this time of digital change.

As an IT Assistant your primary focus will be providing technical first or second line IT support for internal users on PCs, Macs and mobile devices.

In-house training will be provided and support for certified training may be provided where appropriate.

### **Duties include:**

- Help desk management, diagnosing and where possible solving hardware and software faults over the phone and in person
- Monitoring and maintaining computer systems and networks within the organisation
- Supporting installation and configuring of computer systems as part of ambitious change programmes
- Administration of Active Directory, Office 365, Azure, Intune and Mobile devices

### **The ideal candidate must have:**

- A good working knowledge of Windows10 and Office applications
- Excellent, formal or self-learned, information technology skills
- Strong communication skills with a natural ability to build good working relationships
- Excellent problem-solving skills with a persistence to see issues resolved
- A professional and mature manner
- Experience of dealing with users or customers
- Proactive and results orientated with the determination to see projects through from start to finish
- Customer orientated and understands the urgency of replying to customer requests in a timely fashion
- Basic understanding of IT networks, cloud technology and computer security would be an advantage

Applicants are invited to submit their CV together with covering letter to [careers@cst.org.uk](mailto:careers@cst.org.uk), writing '**IT Assistant**' in the subject heading.

Closing date for applications: **31 March 2020** but may close earlier if a suitable candidate is found.