



Careers

IT Assistant

Full time, based in London

As an IT Assistant, your primary focus will be first-line technical support for internal users with all their IT queries. This may include forgotten passwords, viruses or email issues.

The job holder will work closely with the IT team and all colleagues within the organisation. In-house training will be provided and support for certified training may be provided where appropriate. Basic understanding of networking, cloud technology and computer security would be an advantage

Duties include:

- First-line technical support for internal users with all their IT queries
- To monitor and maintain internal computer systems and networks within the organisation
- To help install and configure computer systems for internal users
- To diagnose hardware and software faults over the phone and in person
- To solve technical and application problems either over the phone or in person
- Administration of Active Directory and Office 365 accounts
- A good working knowledge of Windows 7/10 and Office applications as well as Mac computers and applications

The ideal candidate must have:

- Excellent, formal or self-learned, information technology skills
- Strong communication skills with a natural ability to build good working relationships
- Exceptional problem-solving skills with a persistence to see issues resolved
- Superb organiser with a professional and mature manner
- The ability to troubleshoot technical issues
- 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

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

Closing date for applications: 31 October 2019 but may close earlier if a suitable candidate is found.