



## IT Support Technician

### Overview

We are looking for a n IT Support Technician to join our diverse and established IT team. We have an exciting mix of skills and technologies , and have been rapidly developing our systems, so this is a great opportunity to gain experience in IT support and administration in a busy and growing retail environment.

The right person will gain exposure to Windows, MS Exchange, MS Office, O365, remote assistance, WAN and LAN networking and EPOS. This is envisaged as a n established role for someone intelligent and self-motivated, who is moving up from a 1<sup>st</sup> line role to advance their career . This role will provide room to grow their skills and knowledge , and an opportunity to progress as they gain experience and wisdom.

### What you'll be doing

- Request fulfilment
- Ordering equipment for stores and offices
- Maintaining stock levels
- Asset management for end points and mobile devices
- Licence administration for software
- Swapping out faulty equipment
- Support meetings
- Install, maintain, and support current and future applications
- Setting up new equipment for stores and head office staff
- Contribute to processes and procedures
- Prioritising and managing several open cases and mini projects at one time
- Ensure appropriate standards and procedures are adhered to
- Active Directory Administration
- Basic networking configuration and troubleshooting
- Patching, hot fixes and virus updates
- Good Knowledge and Hands-on with Apple Devices (MacPro, MacBook and IOS devices)
- On-Boarding and Off-Boarding (JML)
- Good to have ITSM Knowledge.
- Work from Office.

### We'd love to meet someone with

- Experience in either a Deskside or 1<sup>st</sup> line support role of at least 1 year
- Ideally excellent GCSEs in Maths/Science/I.T . (Preferably A or AS –levels) or equivalent
- Experience in administering AD, Windows updates and managing Exchange
- Customer relations experience
- Good people skills
- Excellent team working skills



- Clear and articulate telephone manner
- Extremely strong organisational skills
- Logical approach to problem-solving
- Calm under pressure

### What's in it for you?

- Competitive salary and benefits
- Holiday allowance
- 50% staff discount & 25% for family and friends
- Private medical cover
- Pension scheme
- Life Insurance (eligible after a probationary period)
- Travel season ticket loan (eligible after a probationary period)
- Cycle to work scheme (eligible after a probationary period)
- Childcare voucher scheme (eligible after a probationary period)
- Free Yoga and Pilates classes on site
- Fresh fruit daily
- Fully subsidised summer and Christmas parties

At Mountain Warehouse we have been developing the very best outdoor gear for all the family since 1997.

Unlike other outdoor retailers, we don't carry lots of different brands. In fact, almost all the products we sell through our stores and website are exclusive to Mountain Warehouse – you won't find them anywhere else.

Why do we do this? Well, by designing our own top quality products and having them made to our exacting standards, we can cut out the middleman. So that means you get the exact same quality, but at significantly lower prices than you'll find at other shops.

We have well located and well stocked stores where you and your family can get straightforward advice from our knowledgeable, friendly staff. In most of our stores you can even bring your dog in too! Everything we do is focused on serving our growing group of customers who like what we have to offer: the best gear, the best service and the best prices.

We would love it if you joined them.