

## **Job Title: IT Technician**

DC Reclamation is a best in class national IT Asset Management Company, providing a safe and profitable solution. It is a market leader, offering professionals, graduates and apprentices the opportunity to work within a fast-paced innovative technology business in the North East of England.

DC Reclamation prides itself on being a responsible, skilled and professional organisation which works for the benefit of its employees, clients, charities and good causes with a strong commitment to protecting the environment.

A vacancy has arisen for an IT Technician to work within DC Reclamation. The hours of work are 37.5 per week.

### **The role:**

Serve as technical support for an IT refurbishment and reclamation company. Help team members troubleshoot technology issues. Train other employees how to resolve computer technical issues and refurbishment. Refurbishment and testing of equipment.

Assist the sales and support team as we grow our customer base and outstanding reputation. Prioritising support issues as well as liaising with our outbound teams will ensure the successful implementation of our products to new and existing customers.

### **Duties and key responsibilities will include:**

- Identify computer or network equipment shortages, manage the stock control system and database.
- Install software and hardware systems.
- Refurbish, repair, test equipment.
- Co-ordinate with third party software/hardware vendors on related products.
- Maintain all support incidents/requests.
- Repair and maintain servers, personal computers, and other technology equipment.
- Work with team members to troubleshoot both complex and routine computer issues.
- Creates SOP's for areas of the business that they own.
- Perform one-on-one computer coaching on technology when necessary.
- Configures computer networks.
- Communicate with third party individuals by phone and email to solve technical problems.
- Stay abreast of current trends and technology and make recommendations that will help a company keep abreast of technology standards in the industry
- Able to adapt quickly to changing circumstances, new standards, and requests by company management.
- Performs various duties depending on circumstances and current company needs.

### **Requirement Skills and Qualifications:**

- Certification as IT Technician (e.g. CompTIA A+, N+.).
- Two year's proven experience as IT Technician or relevant position.
- Good knowledge of internet security and data privacy principles.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Outstanding organisational and time-management skills.
- Good Communication Skills.

**Desirable Skills and Qualifications:**

- Certification as IT Technician CompTIA S+.