

PERSON SPECIFICATION – IT Support Technician

- Minimum of 1 years' experience in a similar role within IT
- Good understanding of Microsoft 365 Technology stack including Azure AD, Exchange Online, Intune and Teams
- Knowledge of fundamental networking technologies such as LAN, WAN and DNS
- Good understanding of the latest desktop operating systems including Windows 10/11
- Evidenced awareness of importance of “customer care” in an in-organisation environment
- Ability to communicate clearly with people of varying levels of IT ability
- Ability to troubleshoot issues and identify suitable solutions
- Ability to prioritise workload
- Ability to work well as part of a team and individually
- Knowledge of and maintained awareness of new and emerging technologies
- Confident decision-maker and able to demonstrate sound judgement involving people
- Highly self-motivated
- Continually looks for ways to make improvements and quality of service

Desirable

- Windows Server 2016/2019, Hyper-V and SQL Server
- Understanding of Exchange Online third party products such as Mimecast and Exclaimer
- Teams Direct Routing
- Exposure to an MIS or CMS system
- Previous experience within a legal environment