



# JOB VACANCY

## IT Support Technician

A rewarding opportunity for an enthusiastic IT Support Technician to join the vibrant, highly skilled Technical team at Risc IT Solutions, where you'll benefit from an inclusive and supportive culture and exciting career progression opportunities.

*Consideration will be given to those who would prefer hybrid working, although the role will require to work 2x days out of our Colwyn Bay office in North Wales.*

### About us

Risc IT Solutions is an award-winning, Microsoft CSP and a pioneer of Cloud Backup in the UK. We deliver cutting-edge cloud and IT solutions to help businesses become secure, productive, and agile. This means their employees can work anywhere, easier, and they can stop worrying about data breaches or being hacked.

We've built our company over the last 21 years on a foundation of trust, knowledge, experience and a dedication to providing first-class support, typically working with companies between 25 and 250 employees, nationally.

We recognise that none of this would be possible without our people - they're the heart of our organisation, and the driving force behind our ongoing success.

We're currently in the midst of an exciting and rapid period of business growth and as such have a need to expand our team.

You'll be joining a thriving and highly-skilled team that embraces change and progression with enthusiasm with opportunity for development and progression, as well as rewards for individual and company-wide success.

### The Role - IT Support Technician

Working within the Technical Support team as an IT Support Technician on the helpdesk, you would provide support for resellers and customers across our range of IT solutions including: Online data backup, hosted Exchange, Microsoft Office 365 and specialised software services.

Your duties will include although not be limited to:

- Front line software support and general helpdesk duties
- Making and receiving front line technical calls to assist in the co-ordination and speedy resolution of IT issues ensuring all customer expectations are met



- Assisting customers with the installation, configuration and troubleshooting of backup, Office, antivirus and other software
- Supporting Risc internal staff with their use of software, hardware, and services as required
- Documenting all activities undertaken as per guidance to allow easy case management
- Providing additional assistance to the team as required

### **The Package**

You'd be part of a thriving, growing team of talented individuals who are proud of their company. You would also benefit from:

- Salary in the region of £25,000 to £30,000 with the level dependent on experience and qualifications
- Hybrid working option, 2x days per week will be required to work in our Colwyn Bay office (North Wales)
- 25 days annual leave plus bank holidays
- Permanent contract, working Monday to Friday 8:30am to 5:30pm
- Investment in your career development, with external and internal training courses
- Excellent opportunities for progression
- Staff benefit scheme and Private Medical Insurance, after a qualifying period

### **Our Requirements**

To excel in this role you will need:

- Knowledge of and familiarity with Microsoft 365 services – management of Exchange Online, SharePoint, Teams, etc.
- Knowledge of Windows OS (desktop 10 and server 2019+)
- An understanding of basic networking systems \ services – routers, DNS, firewall configuration
- Previous experience working within a service desk environment, or a small technical team will be looked upon very favourably
- MS Outlook + software troubleshooting would be an advantage
- Computer related qualifications would be advantageous – A level, Degree, HND and \ or vendor specific - Microsoft MCP+ or Cisco CCNA
- GCSEs – Maths and English as a minimum
- Full UK driving licence

You will also need to be:

- An excellent communicator (both written and verbal)
- Eager to learn new skills, undertake product specific training and achieve industry recognised qualifications with suppliers such as Microsoft, Symantec, Zerto, Cisco.



**More about us:**

Risc IT was one of the first Microsoft Partners in the UK to achieve Cloud Solution Provider (CSP) Direct status. Risc have been awarded Microsoft Gold Small and Midmarket Cloud Solutions and Gold Cloud Productivity competencies.

Our portfolio includes a combination of Cloud and Physical solutions to provide - IT Infrastructure, Business Continuity, Business Productivity, Data Security and Compliance, as well as Endpoint management/protection.

**If you meet the above criteria and wish to apply for this position, please send your CV and cover note by email to [careers@riscitsolutions.com](mailto:careers@riscitsolutions.com)**

**All applications for this IT Support Technician role are to be submitted as above, and strictly no agency calls or agency CV submissions.**