

IT Assistant

Location: Battersea, London

£25,000 per annum plus performance-related bonus, healthcare insurance & wellbeing benefits

Exciting opportunity for a smart, can do minded individual to become a vital part of our technology team. Supporting and executing our growth plan will be key, making our technology smarter whilst exploring new opportunities.

Liv-ex (The London International Vintners Exchange) operates the global marketplace for fine wine. We provide data, trading and settlement services to the majority of merchants in this field worldwide. Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. The culture of the company is hard working, committed yet informal, energetic and action oriented.

As award winners in 2016, 2017, 2018 and 2019, our products and technology are already achieving industry acclaim. With increased investment planned by Liv-ex in the coming years, an exciting vacancy has arisen in our Tech team for an IT Assistant.

Summary Purpose

The position requires good all-round computing skills, gained within a formal academic environment and/or through some full-time work experience. This role is a huge opportunity for an individual who is looking to start their career in IT and develop themselves. The key to success will be a willingness to learn through hands-on-experience with IT hardware and you will need to be able to identify, troubleshoot and fix Desktop PC user problems and other Network (LAN/Internet) issues.

We are looking for a good communicator at a non-technical & technical level to work with a diverse group of office users with the ability to document your work thoroughly.

Role Responsibilities

- Responsible for user administration including setup, maintaining user accounts on a Domain Controller, resetting passwords & identity management
- Verify and ensure Desktop PC peripherals and other LAN devices are working correctly
- Maintaining Internal Infrastructure (PC's, Laptops, Physical & Virtual Servers, Storage devices (SAN/NAS) Network Switches, Router, Firewall etc)

- Troubleshoot, repair or replace hardware in occasion of hardware failure
- Monitor system performance & backups, through creation of a backup and recovery policy
- Monitor network communication
- Install New software's, security patches and updates
- Implement policies for the use of the computer system and networks
- Run training sessions on new products and security best practices, ensuring users understand how to use them clearly and effectively
- Setup security policies for users ensuring you have a strong understanding of computer security including firewalls & intrusion detection systems

Knowledge, Skills and Experience

- A degree in Computer Science or Information Technology or a minimum of 1-2 years fulltime experience in an IT support functional role for a Large to Mid-sized tech organisation
- Good working knowledge & hands-on experience in troubleshooting:
 - Desktop/Laptop/Server hardware
 - Microsoft Windows Operating system (PC & Servers)
 - Microsoft Office Products (Word, Excel & PowerPoint)
- Working knowledge & hands-on experience of Windows Domain Controller:
 - Active director user's management
- Working knowledge of LAN devices, networking, protocols (TCP/IP, DNS, DHCP, HTTP, SMTP etc.) and firewalling principles
- Good knowledge of performing remote troubleshooting through diagnostic techniques and pertinent questions
- Excellent communication skills with the ability to communicate face to face, via the phone or by email/written
- Confident in presenting/training

Desirable but not mandatory

- VMware vSphere and Virtualisation knowledge
- Microsoft Certifications like MCSA or MCSE
- Knowledge of Microsoft Office 365 Products like SharePoint Online, OneDrive for Business etc.
- Basic scripting skills – PowerShell
- Microsoft Windows Server 2012 & 2018
- Apple OSX & iOS
- Good understanding of mobile devices and other tech products

To apply, please send a copy of your CV plus a short expression of interest to our HR team at clientresourcing@strattonhr.co.uk.