

IT Support Technician

Crafter's Companion, a leading crafting company based in the North East of England is seeking an enthusiastic IT Support Technician to join our team, in our head office in Newton Aycliffe. Starting life from a university bedroom back in 2005, Crafter's Companion has expanded at a phenomenal rate and is now a multi-million pound global business with offices in the UK and the US.

The Role

Reporting into the IT Manager as the IT Support Technician will be the primary contact for all support calls, you will be responsible for providing 1st and 2nd line support to staff both on site and external and also act as the escalation point for more complex IT issues. Alongside this you will be responsible for maintaining the company's network and telecoms infrastructure.

Key Responsibilities

- Provide 1st & 2nd line support to on-site and remote staff based in the UK and USA.
- To be the primary point of contact for all IT/Telecoms issues.
- Logging and management of support tickets.
- Provisioning and implementation of hardware and software.
- Work with external service's and support providers as required.
- Administering basic network setup and maintenance (AD,DHCP etc).
- Support and administration of Telecoms System.
- Manage company asset register.
- Oversee daily backup jobs.

The ideal candidate will have:

- Previous experience in an IT Support role.
- Experience of both Windows and Mac operating systems.
- Experience of Microsoft and Google software Including (Exchange, Office, Gmail and Google Docs).
- Knowledge of standard backup and disaster recover procedures.
- Experience of Microsoft server environments including virtualized environments (VMWare & Hyper V).
- Previous exposure to IP based telecoms systems.
- Knowledge of networking including (Patching, VLAN's, Switch configuration and cable termination).
- Strong communication skills to handle global support calls along side face to face support.
- A full driver's licence as travel to remote sites may be required.

What we are offering:

- Full-time, permanent contract (after probationary period)
- Competitive salary
- Generous 40% staff discount
- 22 days holidays (excluding 8 bank holidays)
- Perkbox rewards

- Company pension scheme
- Opt-in private healthcare scheme
- Opportunities for professional development and career progression
- Wellness Wednesdays with extended lunch breaks
- Early finishes every Friday during summer
- Opportunities to get involved in our CSR events