

# IT Support Technician

**We are recruiting an IT Support Technician to join our dynamic in-house IT Team.**

## Greenzone Technology

At Greenzone, technology is at the heart of everything we do. What sets us apart is our waste industry leading software which has been built from the ground up by our in-house software development team.

## Why Greenzone?

An opportunity for personal growth in an innovative forward-thinking business that strives to make our communities better. We also offer:

- Competitive salary
- Hybrid working options
- Career development and annual personal training allowance
- Company Pension scheme and Life Insurance scheme
- 25 days holiday per year plus bank holidays
- Eatzone - our on-site subsidised canteen
- Cycle to work scheme and subsidised gym memberships
- Onsite car parking

## About the Role

The main responsibility of the role is to assist with the management, maintenance and upgrading of network and infrastructure technologies to keep our business moving forward.

Main duties include:

- Providing efficient and helpful day to day helpdesk operations including diagnosing and resolving support requests within specified SLA's (by phone, email and in-person)
- Managing and updating servers in the cloud and on-premises (including reading and monitoring update changelogs, writing upgrade plans and creating and monitoring hardware and software alarms)
- Understanding and diagnosing hardware faults on IT hardware and resolving them.
- Building relationships with 3rd party vendors and key stakeholders in the business to articulate IT processes and policies
- Creating and maintaining wiki articles for fixes using clear and concise language
- Testing and monitoring backups and recovery plans for infrastructure to keep the DR plan up to date
- Automating IT processes to help reduce the time required to manually complete them
- Arranging IT accounts and equipment for new entrants to the business
- Keeping up to date with the latest releases of software updates and understanding business advantages or disadvantages to upgrading



## About You

- Extensive experience of working within an IT department
- Strong understanding of how to install, update and maintain windows 10 on client machines
- Excellent understanding of server software and technologies including but not exclusive to Server 2016, SAN, Backup Servers, NAS, Networking and Hyper-V
- Ability to manage and update Active Directory on-site and in Azure within a hybrid environment
- Fluency in office 365 office suite user administration
- Good understanding of reporting and discovery within the Microsoft Office administration portal
- Good understanding of backup best practices and Veeam backup and replication software
- Excellent attention to detail and strong analytical skills
- Ability to multi-task
- Excellent verbal and written communication skills
- Maths and English at GCSE level or equivalent

In additional experience of Disaster Recovery planning/implementation, working with Linux, Microsoft InTune, Azure App Service and Powershell.

