

Job Title: **IT Support Specialist/Technician**

Location: **Oldbury**

Company: **Proffer Solution Ltd**

Reports To: **CEO/EPD/ECS**

Date: **04/06/2025 – 04/06/2025**

### **Position Overview:**

We are seeking a dedicated and knowledgeable IT Support Specialist/Technician to join our dynamic team in the Staffing and Recruiting industry. In this pivotal role, you will serve as the first point of contact for all IT-related inquiries, ensuring that our technical infrastructure operates seamlessly to support our staffing operations. Your responsibilities will encompass troubleshooting hardware and software issues, providing technical support to staff, and managing network connectivity to facilitate smooth communication and productivity. As a key member of our IT department, you will be instrumental in implementing and maintaining our systems, which include user account management, software installations, and training staff on new technologies. We are looking for a proactive individual who possesses excellent problem-solving skills and the ability to communicate complex technical information in a clear and concise manner. You will also be responsible for documenting IT procedures and creating user manuals to assist employees in resolving common issues autonomously. Your work will directly contribute to the efficiency of our operations, making IT an essential function within our organization. If you thrive in a fast-paced environment and are passionate about technology, we encourage you to apply for this exciting opportunity.

### **Key Responsibilities**

- Provide first-line support to employees experiencing technical issues with hardware and software.
- Troubleshoot and resolve IT-related problems in a timely manner to minimize downtime.
- Install, configure, and maintain computer systems, networks, and peripherals.
- Assist in the onboarding process of new employees by setting up user accounts and equipment.
- Monitor and maintain IT inventory, ensuring all hardware and software licenses are up to date.
- Conduct training sessions for staff on new software applications and IT protocols.
- Document technical processes and create user manuals to facilitate ease of use for staff.

### **Requirements:**

- Proven experience as an IT Support Specialist or similar role in a corporate environment.
- Strong understanding of computer systems, mobile devices, and other technology.
- Proficiency in diagnosing and resolving basic technical issues across various platforms.
- Excellent communication skills, both verbal and written, with a focus on customer service.
- Ability to work independently and as part of a team to achieve project goals.
- Familiarity with remote desktop applications and helpdesk software.
- Relevant certifications (e.g., CompTIA A+, Microsoft Certified IT Professional) are a plus.

### **Application Process:**

Interested candidates are invited to submit their resumes and a cover letter detailing their qualifications and experience to [applications@proffersolutionltd.co.uk](mailto:applications@proffersolutionltd.co.uk). The company is committed to diversity and inclusion and encourages applications from all qualified individuals.

Proffer Solution Ltd is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.