fitpro

Job description: IT support engineer (1st/2nd line)

The department
The IT department is responsible for supporting and maintaining the company's IT systems and for providing efficient desktop support to all business users. The department is responsible for resolving any IT-related faults quickly and efficiently, including a broad range of queries from how to set up an email account to system diagnostics, plus enhancing and developing the IT provision extended within the business.

The position
The IT support engineer will provide effective IT assistance across all aspects of the business and will provide back up and support to the IT manager. The position is responsible for supporting and maintaining the Microsoft Server and Desktop operating systems and Microsoft Exchange environment plus general maintenance of all IT-related hardware/software. The position provides exposure to a broad range of IT-related projects and activities.

Responsible to
This role reports directly to the IT manager.

Duties/areas of responsibility

The position will involve the following areas of responsibility

- Escalating IT issues to the IT manager where necessary
- Responsible for managing backups and tape rotation
- Diagnosing and resolving technical issues
- Undertaking small- to medium-sized IT projects as instructed by the IT manager
- Providing desktop and server support
- Supporting and maintaining MS Server/Desktops and MS Exchange
- Setting up and configuring new laptops and desktops
- Installing authorised software to laptops and desktops
- Ensuring security and upgrades are applied to desktops and laptops and kept up to date
- Antivirus installation to all desktops and laptops
- Fault finding to laptops and desktops
- Reporting faults and maintaining logs on servers, desktops and laptops
- Completing internal user moves including phones
- Patching of network and phones
- Making of Cat 5 e network cables were necessary
- Ensuring all logs for equipment and users are maintained
- Setting up and configuring new core servers
- Installing authorised software to core servers
- Ensuring patches and upgrades are applied to core servers
- Fault finding to core servers
- Creating purchase requisitions for IT hardware/software
- Ensuring licensing for all software purchased is recorded and maintained
- Exchange server mailbox maintenance including archiving mailboxes
- Setting up new users and disabling expired accounts in accordance with HR requirements
- Providing support for MAC PCs

Other
- Preparing documents, meeting materials and correspondence
- Performing basic administrative support duties, as required, to meet specific operational objectives
- Performing miscellaneous job-related duties as assigned by the IT manager
- Attending FitPro Spring Convention to provide IT support
- Working extra hours to meet deadlines, as required and where reasonable
- Providing assistance as required to the IT manager
- Providing assistance and support to colleagues in IT-related matters
- Ensuring that a high level of customer service and support is provided to all internal and external customers

Special requirements
- Adhering to company protocol as laid out in the Company Handbook
- Additional responsibilities as requested by the IT manager

Statement

This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business, this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the company.