



World Class Support for IT Systems at Airports

**IT Support Technician
Central London, South Kensington, UK**

Position Title: IT Support Technician

We are currently looking for an IT Support Technician to join our existing team based from our customer's Head office in Central London (South Kensington).

About us:

ServiceTec specializes exclusively in the provision of Managed IT Services to the world's airport and airline industries, and have been doing so since 1989. We operate globally with headquarters in the UK and the USA, and offices in Canada, The Netherlands, Norway and Japan. We partner with airports and airlines of all sizes to manage, maintain, monitor and support business and mission critical IT systems.

ServiceTec is an Equal Opportunity Employer and will comply with all applicable legislation concerning equal employment opportunity with regard to all employees whether full time, part time, casual, temporary, seasonal or contract.

The Company will not discriminate on grounds of sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, ethnic origin, colour, nationality, national origin, disability or on other grounds not prohibited by legislation.

This policy applies to the process of recruitment and selection (both internal and external), promotion, training, conditions of work, pay and benefits and to every other aspect of employment, including general treatment at work and the processes involved in the termination of employment.

Position Overview:

In this role you will be providing 1st line IT support of mission critical Windows desktop IT passenger processing and our customer's office systems.

Responsibilities:

- 1st line desktop support.
- Face to face and remote user support.
- Printer & peripheral support & preventative maintenance.
- Desktop / laptop builds and installations.

Essential technical skills:

- Microsoft Windows 7 & 10 operating system support.
- Microsoft Office 2010 / 2013 / 2016 support.
- An understanding of networking fundamentals including TCP/IP, DNS, DHCP.
- Troubleshooting TCP/IP problems in Windows using PING and TRACERT.
- Microsoft MCP qualifications are desirable but not essential.

Requirements:

- Flexibility to regularly commute and work at other customer's locations in the Greater London area, to include London Heathrow, Gatwick and Stansted Airports.
- Minimum of 2 years Windows desktop support experience.
- Ability to work effectively and efficiently as a member of the team.
- Ability to remain calm under pressure.
- Ability to ensure customer service targets and performance objectives are met.
- Great customer service skills.
- Ability to communicate effectively with all levels within multiple customer organisation.
- Full UK manual driving license or currently actively having driving lessons.
- Ability to obtain an airside badge which involves DBS clearance and suitable references for the previous 5 years with no gaps longer than 28 days.

Benefits:

- Competitive salary dependent on experience & qualifications.
- 4 x basic salary life assurance.
- Overtime.
- 21 days holiday which will increase with length of service.
- Company Pension.
- Employee assistance programme.

Please ensure you are happy with the working hours before applying. This position is Monday to Friday 09:00hrs to 17:30 hrs. There will be the opportunity for overtime from time to time.

For Immediate consideration, please send in your resume and cover letter, including salary expectations which will be treated in confidence.

For more information on ServiceTec, please visit: <https://servicetec.bamboohr.com/jobs/view.php?id=107>

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We are thankful to receive any applications; however, only those selected for an interview will be contacted.

All applications will be on file with ServiceTec indefinitely. Should you wish to have your personal data removed, please follow the instructions in the application acknowledgement email that you will receive after applying.