

# IT Technician

**Business function:** Technical Services

**Closing date:**

**Reports to:** Head of Technical Services

**Start:**

**Location:** Kings Hill, West Malling, Kent

**Salary:** £22,000.00 - £25,000.00 per annum

**Terms:** Permanent full time or part time. Flexible working considered.

## TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we'd love to hear from you. Call Flow has an established Fibre to the Cabinet broadband (FTTC) business in four counties, and has recently launched Trooli, which builds full fibre optic networks to homes and businesses using Fibre to the Premises (FTTP) technology. Trooli delivers the highest speed and highest quality broadband services in the country – modern, future-proof and fit for the digital age.

## THE ROLE

We're a small company with a very exciting future. This opening provides an exceptional opportunity for an experienced and talented IT Technician, based at our Head Office. The role will involve installing and maintaining IT systems and equipment, keeping it well maintained, troubleshoot any problems and keeping our team informed whilst assisting and collaborating with our Technical Services Team.

## Responsibilities

- Set up workstations with computers and necessary peripheral devices.
- Check computer hardware to ensure functionality.
- Install and configure appropriate software and functions according to specifications.
- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Organise and schedule upgrades and maintenance without deterring others from completing their work.
- Perform troubleshooting to diagnose and resolve problems.
- Provide internal technical and system support for the business.
- Communicate technical issues to a non-technical audience.
- Maintain records / logs of repairs and fixes and maintenance schedule.
- Identify computer equipment shortages and place orders.
- Develop, document, communicate, and deliver the policies for standardising network and software as necessary.

- Identify opportunities to improve processes and sponsor the introduction of system changes to improve efficiency.
- Work with our current and new equipment partners to deliver our programme of continual innovative development - testing and validating new ideas and equipment.

## Your experience

You will have proven experience as an IT Technician and be able to articulate excellent diagnostic and problem-solving skills. You will ideally have at least 3 years' experience in an IT Technicians role and have good understanding of supporting Microsoft server / desktop technologies and associated suite of packages. You will have experience of server / workstation hardware and be able to build and configure. You will be able to perform a broad range of technically challenging tasks across complex networks and leading-edge technology including network evaluation, design, and capacity management.

## Your skills and personal attributes

- Excellent analytical, fault diagnosis and troubleshooting skills.
- In depth understanding of diverse computer systems and networks.
- Knowledge of windows systems.
- Knowledge of basic networking principles.
- Excellent understanding and awareness of IT terminology.
- Exceptional communicator: you will be diplomatic when the need arises, whilst having the confidence to remain assertive and deliver clear instructions.
- Knowledge and experience of VMware, Cisco and Microsoft operating systems
- Good knowledge of internet security and data privacy principles.

## Your personal benefits

- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Friendly working environment
- Opportunity to learn and take on more responsibilities as the company grows
- Company laptop

## Our values

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** Work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.



We are looking for highly motivated people that are excited by the prospect of a new challenge. If you think you are the person we are looking for, please send your CV to [hr@trooli.com](mailto:hr@trooli.com) prior to the closing date.