IT Assistant

We have a great opportunity to join our IT team in Newcastle.

You will focus on providing excellent internal user support across our network of global offices and resolving routine issues in a prompt and professional manner. The job will also involve researching potential IT solutions to improve support to the business and you will have ownership for specific IT projects.

The successful candidate will have proven IT support experience, strong interpersonal skills and excellent organisational and problem-solving skills.

Hours of work will be 08.00 - 16.00, Monday - Friday.

We offer a competitive range of benefits and a great working environment.

What you will do...

- Assist with the delivery of an effective internal IT support service across a wide spectrum of users.
- Install, configure and maintain new and existing hardware and software across several OS's.
    - Servers, Computers, Laptops, Printers, Network storage and offsite backup
    - Respond to users promptly and professionally via an user ticketing system
    - Daily management of Active Directory / 365 Exchange and collaboration tools
    - Implementation of new IT solutions
    - Liaise with external support providers to ensure any issues are resolved promptly.
    - Documentation of procedures / tasks / guides as needed for sharing with users for self fix.
    - Research emerging technologies and identify IT solutions relevant to GeoTeric which will increase productivity and/or reduce costs
    - Other reasonable duties

What skills and experience do you need?

You should be educated to A Level standard with ICT focus or possess a university/college IT qualification.

You will demonstrate a high degree of technical competence/confidence, have an ability to absorb new IT skills/knowledge quickly and research IT solutions effectively.

Previous experience of an IT role focussing on user support is preferred.
An appreciation or experience of working within an SME will be advantageous.

Why work for GeoTeric?

Together with our customers, we're committed to quality outcomes to ensure our software is efficient, easy to use and importantly allows confident evaluation for better geological understanding.

We've got a history of doing things differently and we continue to develop exciting leading edge technologies. We aren't a faceless organization and we invest in our people to develop capabilities for today and tomorrow.

Next steps

If you'd like to be part of our team, please make an application via our website. Don't forget to include a covering letter highlighting why the role is of interest and what drew you to GeoTeric. If you have any questions, please do not hesitate to contact careers@geoteric.com.

If this isn't the right time for you, follow us on <u>LinkedIn</u> or <u>Twitter</u> to keep up to date with all of our opportunities.