



## Job Profile

<b>Job Title</b>	<b>IT Technician</b>	<b>Name</b>	TBC
<b>Reports To</b>	Group IT Manager	<b>Region</b>	Group
<b>Location</b>	Bradford or Inverness		

### Purpose

The role is to expand the IT support function and provide additional technical skills to help with the delivery of future IT projects.

The successful candidate will have strong communication skills with both technical and non-technical staff. They will also have excellent problem-solving skills and the ability to work independently and as part of a team.

### Responsibilities, Duties and Tasks:

- Be an active member of our Service Desk and help diagnosing and fixing IT hardware, software and network issues both remotely and in person for our 200+ user base.
- Monitoring system performance and implement improvements to enhance efficiency, security and productivity.
- Creating and maintaining knowledgebase content, both for IT colleagues and for end users.
- Maintaining the existing network infrastructure across 10+ UK locations
- Assist with business transformation projects including Microsoft 365 technology rollout

### Essential Skills:

- Proven experience as an IT Technician, preferably within an insurance company or professional services environment.
- Hands-on administration of modern desktop and server Windows operating systems
- Expertise in Microsoft 365 applications and administration, particularly Entra ID, Intune and Autopilot.
- Managing Office 365 technologies, including Outlook, Excel, Word, SharePoint, etc and their configuration.

### Desirable Skills:

- Certifications in Microsoft technologies
- Watchguard firewall management
- Unifi network management
- Scripting and automation knowledge, particularly Power Automate and PowerShell scripting
- Familiarity with Service desk standards, preferably to ITIL Foundation level
- Any other IT certifications (e.g., CompTIA A+) are a plus.

### TLD Values



**TRUST**



**INTEGRITY**



**COMMITMENT**



**COLLABORATION**