TLDallas
INSURANCE SINCE 1919

Job Profile

Job Title	IT Support Technician	Name	TBC
Reports To	Group IT Director	Region	Group
Location	Bradford		

Purpose

The role is for an experienced 1st/2nd line support technician who will be the primary contact for the IT service desk.

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

Responsibilities, Duties and Tasks:

➢ Be the primary contact of our Service Desk and help diagnose and fix IT hardware, software and network issues both remotely and in person for our 250+ user base.
➢ Managing the starter / leaver process, provisioning hardware/software, and ensuring secure deactivation of accounts.
➢ Monitoring system performance and suggesting improvements to enhance efficiency, security and productivity.
➢ Creating and maintaining knowledgebase content, both for IT colleagues and for end users.
➢ Assisting with IT projects on an ad hoc basis

Essential Skills:

➢ Proven experience as an IT Support Technician, preferably within an insurance company or professional services environment.
➢ Experience of ticket management via a service desk platform
➢ Hands-on administration of Windows 11 operating systems
➢ A strong knowledge of Office 365 technologies, including Outlook, Excel, Word, SharePoint, Teams, etc. and their configuration.
➢ Positive attitude, i.e. helpful, patient, respectful and always friendly when dealing with colleagues and others.

Desirable Skills:

➢ Certifications in Microsoft technologies
➢ Microsoft cloud technologies such as Defender and Intune.
➢ 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**