



Job Description

Job Title	Computer Technician II
Department	Information Technology
Location(s)	Bridgend, Wales

Summary

This position will assist all personnel in the use of the computing and telecommunication resources through one-on-one local or remote support, development of processes and procedures, written instructions, and training. This individual will apply their understanding of computer software and hardware to diagnose problems, determine appropriate course of action, provide complete follow-through to successful resolution or escalate as appropriate. The position will require the ability to manage multiple priorities, including help desk tickets, daily tasks and projects, while working closely with other team members. The Computer Technician II will provide technical expertise and problem resolution for business-critical issues, system enhancements, application upgrades and workstation maintenance required to facilitate business needs and requirements. This resource will also assist with user and workstation moves, migrations and new systems implementations associated with company projects. This position requires excellent communication skills and the ability to work with diplomacy and positive attitude. Responsibilities will also include, but are not limited to, the following:

Responsibilities

- Support a robust Microsoft based network
- Respond to help desk tickets, telephone calls, email and personnel requests for technical support ensuring timely feedback and closure
- Identify, research, and resolve technical problems for individuals and groups in an efficient manner, recognizing the proper course of action to take, communicating and escalating severe issues as appropriate
- Provide escalated support for all Willis IT department members and perform tactical problem resolution as required
- Provide technical training for all Willis IT department members as required
- Level I / Help Desk work as required
- Communicate highly technical information to both technical and non-technical personnel
- Manage incoming and outgoing asset inventory of hardware, software, and peripherals

- Prepare computer systems for deployment including interviewing clients to identify special considerations and other settings
- Install computer hardware, software, and peripherals as required
- Maintain password security, data integrity, and file system security
- Perform knowledge transfers among team members by preparing and maintaining documentation for processes, procedures, written instructions, and solutions to problems
- Successfully manage and execute business and project plans, deliverables, policies, processes and procedures
- Collaborate with team members to identify and recommend process, system, hardware, and software improvements and/or upgrades
- Maintain knowledge of developments in relevant technologies and their use in the industry, making recommendations when appropriate
- Provide project specific technical support to and management of vendors/suppliers/teammates
- Maintain knowledge of developments in relevant technologies and their use in the industry, making recommendations when appropriate
- Assist team members as needed
- Position provides support for all company facilities, including Bridgend, Wales
- International travel may be required
- Available to work after hours and weekends as required
- Other duties and projects as assigned by supervisor

- **Supervisory Responsibilities**

- None

- **Requirements**

- Successful candidate will have the following:
 - Professional appearance and behavior required including, but not limited to, punctuality, positive attitude, and reliability
 - Excellent communication and written skills are vital, should be as comfortable with people as with systems and technology
 - Must be able to work well with others in a team as well as independently, collaboration skills are vital
 - Able to work effectively at all levels of the organization with ability to convey a correct sense of urgency based on customer or business impact
 - High level of accountability and can instill a sense of credibility when speaking with customers
 - Advanced problem solver with the ability to sort through complex issues and conduct comparative analysis of multiple solutions
 - Excellent organizational and multi-tasking skills – prioritizes and performs a variety of concurrent tasks with efficiency and minimal direction
 - Ability to follow written and verbal instructions

- Must be detail-oriented and self-motivated, possessing strong judgment with excellent decision-making skills and excellent analytical/organization/time management skills
- Experience and ability to effectively manage vendors/suppliers
- Must be a quick learner and adaptable to change in process or required activities
- Extensive working knowledge of networking, security, and telephony systems, including developing, configuring, supporting, and optimizing networking hardware, software, telecommunications, and related technologies
- Proficient working knowledge of networking standards, switching technology, protocols, security, troubleshooting

- **Education and Experience**
 - Ideal qualification - Bachelor's Degree in computer related field or equivalent years' experience
 - MCSE certification or equivalent certifications
 - Minimum 3 years of experience of direct client interaction and customer-service

- **Physical Demands**
 - May occasionally lift at least 35 lbs.
 - May occasionally work in confined spaces
 - May occasionally work in loud and noisy spaces

- **Travel**
 - Occasional travel – domestically and internationally

Apply

Attach CV and send it to recruitment@willisasset.com. Please reference job title.