# Synextra – Graduate / Junior IT Support Technician
Salary £18,000-£22,000 (plus overtime and on-call rates)

The Technical Support Team are at the centre of everything we do, and we have the exciting challenge of finding the next person to join the team. We don't mind if you don't have the experience, what we care about is passion for technology, a natural flair for customer service and a general love of all things 'Geek'.

Working for a fast-growing enterprise cloud provider that provides both fully managed cloud environments and connectivity services you will be responsible for maintaining the infrastructure, supporting our customers and implementing projects.

We are a small team who excel by supporting each other, only hiring the best, forward thinking techies, who love what they do. Our Warrington based office has everything you would expect from a growing tech company, free snacks, stylish break out spaces and people you will enjoy spending time with… and that's not including the office dog!

**The Role**

You can expect to work with the latest technology and leading brands in a team where everyone has a passion for technology. This will be a hands on, fast paced role where you get to jump straight in at the deep end and learn fast, we will provide full training there will be endless opportunities to develop new skills and get involved in projects across the business as you progress.

**Responsibilities:**

- Taking ownership of incidents and managing through to resolution
- Working with the latest technology such as Microsoft Azure
- Problem solve to find solutions to complex issues
- Providing a high level of customer-focused support through the service desk
- Promptly responding to issues
- Configuration of office hardware and software
- Day to day monitoring to proactively prevent issues
- Produce internal and customer reports
- Completing site visits to data centre locations/customer premises
- Liaising with 3rd party vendors as required
- Keeping up to date on the latest technology that can enhance our and our customers' environments
- Taking part in on-call rota

**Essential skills required:**

- A passion for technology above all else
- A positive attitude, always focused on finding a solution
- The ability to learn new skills quickly
- An understanding of Windows Server or Windows Desktop
- An understanding of Active Directory
- A basic understanding of TCP / IP networking
- A full clean driving license
- Great communication skills

**The reasons to work for us**

- Fun office environment with breakout spaces
- 24 days holiday per year
- Free fruit, snacks and drinks
- Regular team lunches
- Perkbox – employee discounts, recognition cards and competitions
- Cycle to work scheme
- Techscheme
- Private Healthcare
- Dental cover
- Free eye tests and money towards glasses/contact lenses
- Employee Assistance Programme
- Contributory Pension
- Competitive overtime and on-call rates

**Can't wait to join the fun, have a passion for technology, but not necessarily the experience, drop us your CV, we'd love to chat**