



Frontline IT Support Officer

Are you:

- An individual with a true passion and baseline knowledge of IT?
- A friendly and patient individual with excellent communication skills?
- Confident in providing IT support and advice to individuals with varying level of IT knowledge?

Would you like to:

- Forge an IT career in a dynamic, progressive organisation by delivering bespoke qualification services for UK Government and industry bodies?
- Work within a fun and friendly team, providing key developmental support to the business with both internal and external clients?
- Develop and grow your knowledge and experience in IT, specifically within things such as Windows Servers, Azure, VM Ware, and Net APP.

...then we would like to hear from you!

Who we are and what we do

Ecctis Ltd is the UK national agency for information and expert advice on international qualifications and skills. The work is interesting and the atmosphere is lively, friendly and supportive.

As a Frontline IT Support Officer, you will be responsible for the support and maintenance of the Company's information technology network and security.

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

The role:

Principally, as a member of the IT & System Development team within Ecctis, the successful applicant will be responsible for:

1. Support

- Providing IT support for internal and external clients as required, acting as the primary point of contact for all internal IT related questions, and distributing enquiries to relevant individuals within the IT Team.
- This role will provide IT/customer support in a timely fashion; communicating with the organisation as required.
- Completing IT support requests from the IT support system or reallocate as required.

2. Phone System

- Support the IT Support Engineer with all aspects of the (hosted voice) telecoms provision to the organisation.

3. Maintenance

- Undertaking the maintenance and performance of existing systems as directed; supporting the Network Administrator as required.
- Supporting and backing up of IT systems; assisting in the maintenance of core infrastructure.

4. Development Support

- Supporting the development team using programming skills in HTML, CSS, ASP, .net, JavaScript, AJAX, W3C, and MS SQL.

5. Budget management

- Assisting the IT Support Engineer and Head of IT & System Development in development of the annual IT budget; manage IT budget upon sign-off by the Managing Director.
- Providing investigatory support when obtaining quotes for IT hardware and software.

Skills requirements:

- Thorough knowledge of HTML, JavaScript, ASP, and IIS.
- Good understanding of relational databases and SQL queries.
- Excellent MS Office skills
- Relevant degree (desirable)
- Willing to learn about Windows Servers, Azure, VM Ware, and Net APP.
- Willing to assist the Network Administrator and Third-Party Vendors with maintenance and troubleshooting as required.

Person specification:

- Excellent team working skills
- Keen interest in learning more about IT and developing a career in IT
- Excellent communication and customer service skills
- Flexible and adaptable with a proactive and positive attitude
- Professional, polite, courteous manner
- Effective personal time management
- Ability to organise one's own workload effectively and prioritise tasks

Office Location: Cheltenham, Gloucestershire, UK

Working Hours: Monday to Friday, 08:30/09:00am to 17:00/17:30pm with an unpaid, 1-hour lunch break.

Salary: £22,000 to £25,000 per annum DOE

Benefits: 25 days annual leave plus bank holidays
Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)
Life assurance of 3 x basic salary for members of the pension scheme
Bupa Private Health Care Scheme with employee contribution
Employee Assistance Programme
Employee Ownership Trust:

- As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are



highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.

- The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
- Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com