



IT User Support Technician

First-line technical support for internal and external users across IT systems, applications and equipment.

The IT User Support Technician will provide technical support, advice and guidance to internal and external users of IT systems, applications and equipment. The role involves diagnosing and resolving technical issues through face-to-face support, telephone, email and other network-based communication, helping ensure that hardware, software and connectivity issues are addressed promptly.

COMPANY	Pixel Sphere Ltd Co. No. 15149206
REGISTERED OFFICE	16a Mottram Street, Stockport, England, SK1 3PA
JOB TITLE	IT User Support Technician
SOC CODE	3132
EMPLOYMENT	Permanent, Full-Time - 37.5 hours per week
ANNUAL SALARY	£41,700

1 Key Objectives

- Provide reliable first-line IT support to users
- Diagnose and resolve hardware and software problems
- Support users with IT systems, applications and equipment
- Install, configure and maintain computers and peripherals
- Assist with network and connectivity issues
- Provide clear technical guidance to non-technical users
- Record support requests and actions taken
- Escalate complex issues when required
- Follow IT security and confidentiality procedures

2 Areas of Support

- Desktop and laptop computers
- Operating systems and business applications
- Printers, scanners and other peripherals
- Internet, Wi-Fi and basic network connectivity
- User accounts, passwords and access issues
- Software installation, configuration and updates
- General IT troubleshooting and technical guidance

3 Roles & Responsibilities

USER SUPPORT

- Respond to IT support requests professionally and promptly
- Identify and understand reported technical problems
- Provide step-by-step assistance and practical solutions
- Support users with IT systems and applications
- Follow up on outstanding issues where necessary

HARDWARE & SOFTWARE

- Set up and configure computers, laptops and peripherals
- Diagnose basic hardware faults and performance issues
- Install and configure approved software and applications
- Troubleshoot operating system and application problems
- Assist with software updates and routine maintenance

NETWORK & CONNECTIVITY

- Investigate internet, Wi-Fi and network connectivity problems
- Check appropriate device and network settings
- Assist with network-connected equipment
- Escalate complex connectivity problems where required

USER ACCOUNTS & SECURITY

- Assist with account, password and access-related issues
- Support appropriate access to company systems
- Follow IT security procedures for accounts and information
- Maintain confidentiality of company and user data
- Report suspected security or access issues appropriately

RECORDS & ESCALATION

- Maintain accurate records of problems and resolutions
- Monitor outstanding support requests
- Identify recurring or complex technical issues
- Escalate unresolved problems to appropriate resource
- Clearly communicate technical information during escalation

COMMUNICATION

- Explain technical matters clearly to non-technical users
- Listen carefully and understand user requirements
- Remain patient and professional when resolving problems
- Provide clear instructions and technical advice
- Manage multiple support requests effectively

4 Skills, Expertise & Qualifications

Required Technical Knowledge

The successful candidate should ideally possess a relevant qualification, training or practical experience in Information Technology, IT Support, Computer Systems or a related technical field, demonstrating practical ability in:

- Computer hardware, software and troubleshooting
- Windows operating systems and computer configuration
- Software installation, updates and troubleshooting
- Business applications and standard IT systems
- Printers, scanners and peripheral devices
- Basic networking, Wi-Fi and internet connectivity
- User accounts, passwords and access support
- Basic IT security and data protection principles
- Remote and face-to-face technical support
- Technical documentation and support records

Professional Competencies

- Strong problem-solving and analytical skills
- Good attention to detail
- Effective verbal and written communication
- Ability to explain technical information clearly
- Strong organisation and time-management skills
- Ability to prioritise support requests
- Work independently and escalate appropriately
- Professional and customer-focused approach
- Ability to learn new systems and technologies

Beneficial Knowledge

- IT helpdesk and ticketing systems
- Microsoft applications suite
- Basic network administration
- Cybersecurity fundamentals
- Remote support tools
- Cloud-based applications and services

5 Personal Attributes

Reliable & Responsible

Professional & Approachable

Patient with Users

Organised & Methodical

Proactive Problem-Solver

Works Well Under Pressure

Adaptable to All Users

Committed to Development