**JOB DESCRIPTION**

Job title: IT Service Support

Reports to: IT Managers

Location: London

Contract: Full time – 5 days per week

(Monday to Friday 9.00am to 6.00pm)

**Overview:**

Donald Insall Associates is one of the UK’s leading architectural practices in the field of conservation of historic buildings and design of new buildings in sensitive locations. With over 60 years’ experience and more than 150 awards, our clients benefit from a truly bespoke service. We are an employee-owned company and offer a generous package including market leading pension contributions and private medical cover.  We employ around 120 people across 8 strategically located UK offices.

**Job Purpose:**

An opportunity has arisen to work within an experienced and dedicated team on a range of IT tasks and will act as first point of contact, supporting all users in a first/second line support role. The position will involve dealing with the full range of IT support requests including problem-shooting a wide range of technical problems, procurement, setting up new employees and making recommendations for future initiatives in line with new technology developments and best practice.

**Duties and responsibilities include but shall not be limited to:**

* Responding to all requests for IT support/assistance from users promptly and efficiently
* Resolving technical issues on a “first time fix” basis wherever possible, escalating complex issues to the IT Managers promptly where appropriate
* Undertaking research on service providers and/or IT equipment, making appropriate recommendations for procurement (which take into consideration fit with current Insall systems, ongoing support requirements and cost implications)
* Undertaking all set up activities as required for new employees (PC Build and upgrade) in a timely manner
* Undertaking ad-hoc tasks which are relevant to your background and role as required by the Practice
* At all times upholding the reputation and standing of the Practice

**Key Stakeholders**

* You will work with colleagues across all offices, and external service providers (Microsoft, Dell etc).

**Candidate Profile**

**Qualifications, Skills and Experience required (essential):**

You will:

* Have excellent hardware and software technical knowledge with proven IT industry experience in a 1st-line support role.
* Software – Windows 10, Windows Server 2012 and above, Active Directory/Azure Active Directory, Office 365, Microsoft Teams, Backup Exec.
* Have experience of providing support relating to AD, DNS, DHCP and GPO.
* Have general knowledge of TCP/IP and networking technologies
* Hardware – Servers, Desktops, Laptops, Android mobile devices, switches and routers.
* Technical documentation skills.
* Have excellent interpersonal and communication ability, both written and verbal.
* Have a willing and helpful nature.
* Be willing to travel to other offices as and when required.

**Qualifications, Skills and Experience required (desirable):**

You will ideally have experience of working with:

* Cisco Networking
* InDesign
* AutoCAD
* Revit

To apply for this role, please send an up-to-date copy of your CV along with a covering letter to [erica.bomphrey@insall-architects.co.uk](mailto:supportrecruitment@insall-architects.co.uk)

Donald Insall Associates is an Equal Opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

All employees of the Practice are responsible for monitoring their own Health and Safety at work and are expected to maintain the same duty of care towards their co-workers.