

Now Recruiting: IT Support Technician

About us: dock10 is the UK's leading television facility based at the heart of MediaCityUK in Manchester, providing Studios, Post Production, Media Services, Telecoms & Consulting to our extensive range of clients.

There is a requirement for a Support technician (IT) to join our Technology Team.

About the role:

This is a vacancy for an experienced IT Support Technician, the purpose of the role is to support, administer and maintain Dock10's internal IT Systems, customer networking, telephony and internet services across MediaCityUK and provide technical support for Dock10's staff, customers, clients and associates.

The successful candidate will have experience supporting Microsoft Windows desktop and server estates in a commercial environment, be skilled, knowledgeable and confident in providing 1st and 2nd line internal and external client support, via telephone, email and in-person. They will have experience of installing, supporting and configuring Windows Server 2016 – 2022, Active Directory, Group Policy, Exchange Online (Office365), Windows Desktop Operating systems and Mac OS operating systems.

Experience of virtualization and supporting VMWare and Hyper-V environments is desirable.

Experience of supporting a Cisco networking environment would also be desirable.

Experience of supporting and administering VOIP telephony systems would be desirable

About you:

Our values run through everything that we do and as a Support Technician we'll expect you to champion these values to your team, colleagues and customers.

- You'll have new suggestions and ideas in how we can work and be open to sharing these with your colleagues and clients.
- You'll be able to form strong, positive relationships with your team and customers, always striving to deliver a friendly 'can do' service.
- You will have excellent verbal and written communication skills and be a strong team player
- On hand to answer customer queries and to provide additional tech support, you'll always be focused on your customers' needs and will go that extra mile to ensure we always deliver a great service
- You will have a passion for Technology and I.T and keep up to date with technology and industry developments

We very much welcome applications from all sections of society to a business where diversity and inclusion is highly valued and is at the heart of the way we operate.

About the benefits:

We are one dock10 and are always looking at how we can support our employees. Working for us, you will have access to:

- Holidays – Enhanced holidays, with 33 days per leave year including bank holidays
- Family – Enhanced Parental pay and Life Assurance
- Pension – With dock10 matching up to 6% of your contribution
- Discounts – A wide range of retail discounts
- Travel – Get to work with Cycle to Work, electric car and car parking salary sacrifice schemes
- Wellbeing – Employee assistance programme, income protection and health cash plan

How to Apply:

Simply email your CV and a brief covering letter explaining why you would be great for the role to jobs@dock10.co.uk by 14th June 2024 and we'll be in touch.

