

IT Support Technician

Location: Hampton/Surbiton, UK

Business Sector: Expeditions, Education and Events Division

Function: IT

Reports to: IT Support Team Lead

Contract Terms: Permanent Role

Band: 6

Part of the UK EEE IT Operations team, the IT Support Technician will provide day-to-day operational support to all brands within the division. Participation in IT projects will also be required.

WHAT YOU WILL BE DOING:

- Acceptance and resolution of 1st and 2nd line support calls logged by UK EEE businesses.
- Provide face to face, telephone and remote support.
- Assist with monitoring and maintaining the desktop suite of endpoint products.
- Assist with the maintenance of the backup schedule.
- Manage company mobile accounts
- Participate in IT Operations projects wherever necessary.
- Provide input into IT operational tools that should be used and where appropriate assist with the configuration of these tools.
- Process IT equipment orders ensuring asset registers are kept up to date.
- Ensure an understanding and adherence to IT General Controls.
- Management of IT Support Ticket Queue to ensure that IT tickets are dealt with against the appropriate SLA.
- To maintain Operational and User procedures.
- Out of hours' work may be required.
- Some travel to other sites to cover for colleague holidays / sickness.
- Initiation of escalation procedures when incidents are not resolved within the required Service Level.

WHAT WE ARE LOOKING FOR:

Travelopia

- A relevant IT qualification or Microsoft certification (MCSE, ITIL, MCP)
- 2-3 years in an IT Service desk/ desktop support environment
- Good working knowledge of a range of technologies including Windows Server 2012, Active Directory, DNS, Group Policy, Windows 7, Windows 10
- Office 365, Exchange Online
- Remote Desktop Services.
- Sophos Cloud AV
- Telephony Shortel & Mitel

WORKING AT TRAVELOPIA:

Expeditions, Education and Events portfolio comprises of brands dedicated to:

- Worldwide school and university markets, including educational tours, residential activity courses, school and university ski trips, sports tours, expeditions and developmental travel.
- Sporting event management and fan travel.
- Adventure tours and expeditions.

Travelopia is the home for brands that create extraordinary travel experiences. We are at the forefront of global travel for those wanting something distinctive. Each of our customers demand a different experience. We give them this through real understanding and expertise. It's at the heart of all we do at Travelopia.

Specialist travel is all we do. Passions such as yachting, trekking, cycling, learning, sports, boating, skiing, culture and luxury travel.

We live in a wonderful world that is full of beauty, charm and adventure. There is no end to the adventures we can have if only we seek them out with our eyes open. It's time to inspire!

Join us and in return you'll be rewarded with

- Competitive salary
- Reward scheme – online discounts on products & services
- Childcare vouchers & cycle to work scheme
- Contributory Pension scheme
- Career progression opportunities

Please note that for all benefits, details were accurate as at the date of publication. Any changes will be notified to you upon your start with the Company.

Please forward a covering letter and CV to: **recruitment@exodus.co.uk**