

## **IT Service Desk Technician - Security Cleared**

**Location: Corsham - hybrid**

**Salary £27,000 - £35,000 + excellent company benefits + yearly bonus**

**You must be SC Cleared and eligible to get DV clearance or be DV cleared and be a sole British citizen due to the nature of the work.**

NexGen Associates are currently working with an established IT Consultancy client who work within the government and defence verticals. They are now looking to take an experienced IT Service Desk Technician. This is an excellent opportunity for individuals with 1-2 years of service desk experience or those looking to progress from an entry-level IT role.

The Service Desk Technician will be the first point of contact for IT-related support for our customers. The role involves troubleshooting, diagnosing, and resolving technical issues for end-users while ensuring high levels of customer satisfaction. The technician will also document issues, escalate complex problems, and contribute to the improvement of IT processes and support systems.

### **Duties:**

- Respond to IT support requests via phone, email, chat, or ticketing systems.
- Provide first-line technical support for hardware, software, network, and application issues.
- Create and manage user accounts and user access for multiple line-of-business applications.
- Guide users through troubleshooting steps and document resolutions.
- Log, categorise, and prioritize incidents and service requests in the ITSM tool.
- Escalate unresolved issues to the appropriate second or third-line support teams.
- Assist with the build, installation, and configuration of desktops, laptops, printers, and mobile devices.
- Assist with software installation, updates, and licensing management.
- Maintain accurate documentation of issues and solutions in the knowledge base.
- Contribute to creating and updating user guides and FAQs.
- System Monitoring and Maintenance:
  - Monitor system alerts and logs to proactively identify potential issues.
  - Perform routine system checks and updates to ensure optimal performance.
- Deliver a high standard of customer service and ensure timely follow-up on open tickets.
- Communicate clearly with technical and non-technical users.

### **Requirements for the role:**

- Minimum 1-2 years of experience in a technical support or help desk role.
- Experience working with ITSM ticketing tools (e.g., ServiceNow, Jira, Autotask, Freshdesk, ConnectWise, HaloITSM/HaloPSA).
- Experience working with RMM toolsets (e.g., N-Able, Pulseway, ManageEngine).
- Experience working with third-party software vendors or solution providers.
- Experience working with UK Government Security Classifications.
- Willingness to work in a shift-based schedule if required.
- Willingness to participate in on-call rotations or respond to critical incidents after hours.
- Ability to travel to customer sites when necessary.