

Are you our new

Senior Desktop Support Technician in the IT Department

We have an exciting opportunity for an experienced IT support technician to join our Global IT Team. The primary role of this position will be providing first, second and some third tier support for our YouGov employees. Most of the users supported will be based in London, but support and assistance to IT teams and users in Asia, Middle East and Europe will be required.

What will I be doing?

In this role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Service Desk. You will be responsible for administration and internal support of the company's PCs, printers, servers, and related equipment.

You will be involved in Global IT projects with the larger IT team and be expected to help contribute in these projects, along with learning new skills and technologies as you go along.

You will provide assistance to staff to diagnose and resolve any technical problems, along with Monitoring and responding quickly and effectively to IT service desk requests and prioritising these requests as needed.

You will help maintain security solutions such as antivirus, mobile device management and patch management for company devices.

What do I need to bring with me?

You should be an experienced IT support professional, with advanced knowledge in Microsoft Windows 7, 8.1 and 10 operating systems, Microsoft Office suites in particular Office 2013/2016, and Microsoft Active Directory, Group Policy and Microsoft Exchange 2013 (or above). You will have an excellent written style and strong interpersonal communication skills. You will be highly self-motivated and focused.

A couple more things...

This is a full time role (37.5 hours a week), based at our London Head Office in super-cool Old Street. Our [candidate info pack](#) will tell you all about our company benefits and what our work culture is like – have a read!

Don't forget to check out our [website](#) and here's a [client testimonial](#) to watch.

P.S. If you've read this and realised that the role isn't for you, could you recommend someone you know?