**Job Description**

**Job Title:** IT Support

**Reports to:** IT Director

**Location:** Colchester

**Working Hours:** Monday – Friday 8.30am to 5.30pm

**The Business:** Cloudfm Group is fast becoming recognised as one of the most innovative and client-focused companies in the FM industry. From our Head Offices in Colchester we manage over 4000 buildings in the UK and Europe, including well-known restaurants and retail stores. The business has a current turnover of circa £20m with forecasted growth to a turnover of £50m and beyond over the next few years**.**

**Role Outline:** The role will involve working closely with the IT Manager and other members of your department, providing IT support to the business.

**Key Responsibilities:**

* Installation of PC’s, telephone lines, printers and peripherals
* Day to day troubleshooting of hardware and software
* Network support
* Liaise with colleagues at all levels within the business
* All associated administration as required
* Setting up users and permissions on all our various systems
* Fully manage our email and exchange systems together with applying permission policies
* Sourcing, purchasing all IT hardware and software solutions
* Managing our Web based VOIP phone system and PABX systems

**Person Specification:**

**Communication Skills**

This is a key skill requirement in a pressured environment. You will be an influential communicator, with the ability to deliver clear and concise messages and identify mutually agreeable solutions.

**Flexibility**

Flexibility to adapt to the work load is essential, as well as a “Can Do” attitude. As our business grows, and our clients’ requirements evolve – and likely become more demanding – building successful relationships with suppliers, supply chain sub-contractors and clients will be a key factor in making a success of the position

**Other Good candidate qualities** for this role are varied, however the following are desirable qualities and attributes:

* Quick thinking leading to rapid decision making.
* Logical and methodical in approach to process.
* Confident in gathering information.
* Ability to understand and interpret data.
* Open to listening, understanding and implementing new ideas, concepts and practices.
* A team player with a collaborative approach to working with others, yet able to proceed alone with confidence and without close supervision.

**Qualifications:**

* Educated to at least GCSE level, with good grades in Maths and English.
* IT literacy is required.

**Skills:**

* Proven ability to work alone against own time frames whilst meeting deadlines and delivery challenges
* Ability to interact at all levels of the organisation
* Computer literate
* Communication – good written and oral communications skills.
* Excellent time management and organisational skills
* Ability to react quickly and decisively when faced with a problem or issue
* Ability to work under pressure and to tight deadlines