



# ROCK

MANAGEMENT SERVICES

Job Title	IT Helpdesk
Job Overview	Rock Management Services is looking for a first line IT Helpdesk technician. You will be working alongside the existing IT team to support users in a business environment with various software, including Microsoft Office, 365, Adobe Acrobat, and some in-house and specialist software. Some experience is necessary, however an eagerness to learn is more important.
Roles and Responsibilities	<ul style="list-style-type: none"> <li>• Provide helpdesk support to corporate users, both face to face and remotely via telephone, email, video-calls and remote assistance software</li> <li>• Organizing collection and delivery of IT equipment to and from end users, in conjunction with Office Managers</li> <li>• Maintaining asset management system</li> <li>• Perform new user setups - creating accounts for Windows, MS365, configuring user equipment</li> <li>• Help maintain a Microsoft Windows based environment, with laptops and desktops running Windows 10/11 and Microsoft 365</li> <li>• Creating supporting documentation for the tasks undertaken</li> <li>• Assisting with the creation of user FAQ help guides</li> <li>• Assist the IT Team with other projects as and when needed</li> </ul>
Person Specification	<p>We are looking for an enthusiastic, flexible, dynamic and motivated individual with a "can-do" attitude, who has:</p> <ul style="list-style-type: none"> <li>• A keen interest to learn and develop their IT career</li> <li>• GCSE Maths/English grade C or equivalent as a minimum</li> <li>• The ability to communicate effectively and build relationships with colleagues</li> <li>• The ability to work within a team environment</li> <li>• Good problem-solving skills and a logical approach to problems</li> <li>• Ability to remain calm during major outages and other stressful situations</li> <li>• Good organisational skills</li> </ul>
Salary	£23000 - £25000 per annum pro-rata
Working hours	This is a part-time position (21hrs per week), with the view to possibly increase depending on the business demands. Minimum of 1 day per week in the Oxford office (OX2 oDP)
Job type	Permanent - Hybrid
Closing date	We reserve the right to amend the closing date or withdraw the advert without notice prior to the closing date.
Why work for Rock MS?	We are a forward thinking, dynamic company, who put their clients and employees first. We are a fun and flexible firm with good opportunities for development and career progression. We expect a lot from our employees but in return we offer:



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	<ul style="list-style-type: none"><li>• The ability to earn up to 30 days of holiday with years of service (standard holiday packages start at 21 days plus all bank holidays);</li><li>• Additional paid day off on your birthday.</li><li>• Ability to purchase a further 5 days of holiday each year.</li><li>• Discretionary additional holiday days given at Christmas (up to a maximum of 2 days)</li><li>• Flexible working schemes available to all employees.</li><li>• Private medical health care with the option to add optical and dental care.</li><li>• Discounted gym memberships.</li><li>• Fresh fruit baskets in each office on a weekly basis.</li><li>• Cycle to work scheme.</li><li>• Unlimited access to online based training.</li><li>• Employee assistance programme with access to physical, mental and emotional health advice &amp; webinars, wellbeing videos and programmes, online counselling &amp; mini health checks.</li></ul>
How to apply?	If you are interested in this position, or would like further information, please email <a href="mailto:recruitment@rockms.co.uk">recruitment@rockms.co.uk</a> with the job title clearly stated in the subject line.