



Job Description

- The Role:** IT Assistant
- Based:** Presentation Design Services, Derby
- Reports to:** Adam Swain
- Start Date:** TBC

Role Overview

The role of the IT assistant is to work with the IT lead and provide frontline support to all departments whilst maintaining, expanding and improving the IT solutions for the company and all its users.

Key Responsibilities:

Assisting the IT lead with day-to-day IT tasks. Including but not limited to:

- Day-to-day frontline user support
- User creation and administration
- procurement and installation of new IT equipment
- Maintenance of phone system
- Maintenance of backups
- Upkeep and maintenance of event-based IT hardware
- Network installation and management
- Software license management
- Management of VPNs
- Management of company Intranet
- Installation of new IT infrastructure, including network cables
- Asset management

- Remote management
- Hardware support and maintenance, including workstations, laptops, iPads and printers

Key Requirements:

Familiarity with on-site Active Directory and Microsoft 365.

Advanced troubleshooting skills.

Ensure accuracy and excellent attention to detail in all areas of your work to ensure your own best practice.

Willing to gain a full understanding of our IT systems.

Hold a full and clean driving licence, enabling you to drive company vehicles.

Keep your skill base and training up to date, researching and spending time with new equipment purchases and processes.

Be willing to work with and alongside any other area of PDS as and when required, including general office support – such as answering phone calls and directing or assisting the caller effectively.

Nice to have:

Experience with Unifi and SonicWall

Basic programming skills in Python, Nodejs, C#, HTML, and MySQL.

Experience with Linux and Raspberry Pis

Key Attitudes:

As a company, we believe that service and delivery are everything. We want to provide a better, more professional service than our competitors. You are expected to carry this ethos through your day-to-day work.

To be able to work independently and to be pro-active about identifying tasks that need carrying out, to be communicative and predictive about workload and any potential problems that may arise, to prioritise workload effectively.

Fully invest in the contents of the company 'This Is Us' document and all it means to the results of our work.

Be enthusiastic and passionate about your work, with a hunger for knowledge and improvement. To not be afraid of change and look forward to the next challenge.

Approachable and friendly at all times, and solving problems with a patient and level-headed attitude.

Strive to be the best in our industry. Saying 'yes' and delivering results wherever possible.

To publicly support the Company (i.e. in front of staff, suppliers and customers). To raise any concerns privately.

To work according to Company health and safety policies, to report any concerns regarding the work of others or any other health and safety issue.

Act as a PDS representative, maintaining a high level of customer service and attention to detail.

To carry out any other tasks reasonably required to assist with the smooth operation of the Company. Attend and contribute to Company and department meetings.

Suggest any appropriate training courses that may help improve both yourself and PDS processes.

To support the work of the Company as a whole.