

IT Support Junior Technician

Logika Group

Location: Bristol

Role Location

The role would be based in Bristol. Occasional travel to other offices may be required.

The Company

Logika Group is a leading independent environmental consultancy, underpinned by a growing team of experts in environmental policy, strategy, design, and assessment.

With offices in London, Bristol, Warrington, Leeds, Brighton and Belgium, Logika Group comprises four specialist sister companies: Logika Consultants, Air Quality Consultants, Noise Consultants, and Logika Europe.

Over the last 30+ years, we have achieved sustained growth and honed our provision of high-quality services, while securing a large volume of repeat business from satisfied clients. We were recognised as a 'top 25 leading player' in UK Environmental and Sustainability Consulting by Environmental Analyst.

We pride ourselves on being able to:

- Employ the best people to provide the highest quality advice
- Provide a personal service
- Deliver meaningful work to a high technical standard, which protects and improves the environment
- Design innovative cross-disciplinary solutions

With a proven track record of success, Logika Group has been involved with UK Government expert groups and European Commission working groups, provided expert evidence at Public Inquiries, and helped clients gain planning consent for thousands of projects.

Logika Group is underpinned by our values of **Community, Collaboration and Integrity** – developed by our staff members to reflect our shared principles, approach to our work, and positive company culture.

The Role

As an IT Support Junior Technician, you will be the point of contact for end users to receive support and maintenance not just remotely but desk-side as well. This includes installing, diagnosing, repairing, maintaining and upgrading all PC hardware and similar desktop equipment to ensure optimal workstation performance.

Duties [will include but not be limited to]:

- First point of contact to end users and providing technical IT support (1st Line and 2nd Line).
- Office 365 Administration.
- Active Directory Administration.
- 3CX Phone System Administration.
- Supporting with physical Windows & Linux based hardware & infrastructure requirements.
- Supporting staff with troubleshooting tech issues, creating new users, password resets and hardware replacements and builds.
- Supporting the IT Team with software and upgrades.
- Supporting the Data and Digital Team with ad hoc infrastructure projects.
- Carry out their duties and any ad hoc requests that come in, with accuracy and professionalism.

This is an exceptional opportunity at an exciting time both for our business and for environmental consultancy. With us, you will be involved at the heart of the team and will play a key role in the IT department for the Group. You will work in a friendly, supportive environment and will be given one to one support, mentoring, learning and development via experienced colleagues. External training will be provided where required.

Skills and experience we are looking for:

The ideal candidate will have:

- Previous experience working on a Service Desk/1st & 2nd line support or a similar environment.
- Solid Windows 10 Desktop skills.
- Microsoft Office 365 experience.
- Microsoft Exchange online.
- Attention to detail.
- Proactive with a willingness to learn and adapt.
- Excellent verbal and written communication skills.
- Keen IT interest and self-development.

Desirable:

- Full UK driving licence

What we offer

We are a growing Group of companies that wants to do things differently, with an exciting future that will help you shape and realise your ambitions. You will have a great opportunity to work with a talented and dedicated team and be able to develop your career as the company grows.

Alongside a competitive salary, we offer a range of formal benefits and training, and development programmes to enhance employee satisfaction and professional development. These include, an enhanced

pension scheme, private medical insurance, competitive annual leave entitlement which grows with length of service, additional annual leave purchase scheme, rail and bus season ticket loans, cycle scheme, group life assurance, staff training and CPD programme, employee recognition awards, social value programme and more.

Furthermore, we ensure we can support our employees through offering wellbeing programmes and policies that support individuals. These include flexible working, trained mental health first aiders, and readily available support through our Employee Assistance programme.

Logika Group's Equal Opportunities Policy is to ensure that no applicant receives less favourable treatment on the grounds of age, disability, gender, reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

How to apply

Please apply using the application form on our website – www.logikagroup.com/careers
If you have any questions on the role and/or group, then send them through to careers@logikagroup.com.

Further information is available on our websites:

www.aqconsultants.co.uk | www.noiseconsultants.co.uk | www.logikaconsultants.co.uk
www.logikagroup.com