



IT Support Technician

Help the company to get the best out of their hardware and software

The Package

- 37.5 Hours per Week
- 25-50% Company Bonus Scheme
- 25 Days Holiday + Bank Holidays
- 5% Contribution Match Pension
- Life Assurance
- Private Medical Insurance
- Employee Assistance Programme
- Free On-Site Company Parking
- Cycle2Work Scheme
- Professional Subscriptions
- Enhanced Maternity & Paternity Package
- Personal Training & Development Budget

VoCoVo Company Overview

VoCoVo is a leading voice & technology brand working with some of the world's biggest retailers. You may have seen our equipment in places like Tesco, Co-Op, TK Maxx and Pets At Home. We now have over 30,000 people in 4,000 locations using our product every day!

The business has achieved unbelievable growth within the last two years and is now looking to cement our position as the leader in this field whilst also expanding our reach into Europe, Australasia, and North America.

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In 2018 we achieved record revenue and we are now looking to triple in size by 2020. In order to scale effectively, we need people to be as efficient as possible in their day to day work - and that's where you come in!

What we can offer you:

- A truly unique challenge in a fast-growing start-up
- An autonomous role where you are the master of your own destiny
- Lots of personal career routes & opportunities as we scale
- A business with the goal of becoming a top 100 Best Company to Work For by 2021
- Team culture with an employee-wide bonus scheme linked to annual results
- Free fruit, social committee, and great employee benefits
- Latest Apple hardware and G-Suite software
- A diverse and ambitious leadership team
- A sector where you will see the outcomes of your work in everyday life

Role Description

Reporting to the Technical Manager, you will be the first point of contact for colleagues' IT issues. You will help people resolve their issues, but also proactively enable them to get the best from their hardware and software systems.

This is a hands-on role in a fast-paced startup environment and you will have the opportunity to make a massive difference!

- Provide first-class first line support to our colleagues
- Proactively train the team on the effective use of hardware and software
- Rollout new hardware and software as required
- Purchase kit and offer onboarding for new starters
- Help out with other projects around the business as appropriate

To get the job, you'll need strong experience in delivering great IT support and demonstrate a clear passion for technology.



You will be a confident Mac user and have experience providing support for:

- Office networks and firewalls
- Desktop, laptop, and mobile Apple devices
- G-suite
- 3rd party software
- Mobile and desk phones
- Windows PCs

You'll also likely have demonstrable experience of **some** of the following:

- Configuring and supporting VPNs
- Administering non-Google email systems
- Webmaster / CMS
- Deploying new software systems into organisations
- Training users on the correct use of hardware/software
- Informing decision making on hardware / software strategy
- Asset management/tracking
- Working within an ISO accredited or ITIL environment

And we'll expect you to have the following qualities:

- Friendly and approachable - people need to be happy to come to you for help
- Curious, natural problem solver
- High levels of ownership
- Strong organisational and communication skills with the ability to juggle multiple tasks



The recruitment process:

- CV and covering letter
- Phone interview
- Technical test
- Face to face interview

If you are excited by this challenge then we want to hear from you. To apply please forward your CV and covering letter, detailing why you feel this role is perfect for you, to recruitment@vocovo.com

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