

1st Line IT Support Technician

Department: IT Support
Location: 50 Featherstone Street, EC1Y 8RT, Central London
Reports To: Head of Infrastructure and System Operations
Hours: Full Time (37.5hrs)

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a 1st Line IT Support Technician to join our busy IT Support team. This is a fantastic opportunity for a bright individual with an analytical mind who is keen to progress in their career.

Key Responsibilities

- Assist and resolve any escalated incidents, problems and queries
- Investigate and resolve any technical issues
- Take ownership of helpdesk tickets and follow through to completion.
- Ensure all new employees are configured correctly, have the correct equipment and software installed.
- Ensure all staff leavers have access disabled and emails archived.
- Sourcing new hardware and software from third party suppliers.
- Perform PC support tasks as required.
- Making recommendations on areas of process improvement.
- Finding ways to improve the overall customer experience.

Candidate Specifications

- The successful candidate will be bright, enthusiastic and will approach problems with a highly analytical and logical way of thinking.
- Must have a keen passion for IT and interested in learning and developing their IT career.
- Previous experience with Microsoft technologies (Windows and Office in particular), hardware and software installation, and network exposure is essential.
- The candidate must have good interpersonal skills and the ability to organise their time and meet deadlines.
- Ideally candidates should be ITIL accredited (or equivalent) and have a track record of providing customer satisfaction.

To apply please send your CV and cover letter to vacancies@yougov.com

This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.

All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.