

Junior I.T. Support Technician

About the Role

Servosteel is looking for an enthusiastic and technically minded **Junior I.T. Support Technician** to join our in-house I.T. team.

Reporting to the I.T. Director, you will provide first-line technical support to users across our office, warehouse and production environments.

The role will involve helping users with day-to-day I.T. issues, preparing and maintaining computer equipment, installing approved software and assisting with the support of the company's infrastructure and bespoke business applications.

This is a varied, hands-on role within a business that relies heavily on technology to support its operations. You will gain experience across a wide range of systems, including desktop computers, Microsoft 365, servers, networks, printers, scanners, production-floor equipment and software developed specifically for Servosteel.

A key part of the role will be learning how Servosteel's systems, infrastructure and business processes work. You will be supported by experienced members of the I.T. team and will gradually take responsibility for a wider range of tasks as your knowledge and confidence develop.

We are particularly interested in someone who has a genuine interest in technology, enjoys solving problems and is keen to develop a career in I.T.

You should be willing to keep up to date with developments in hardware, software and cybersecurity and be prepared to share practical ideas that may improve the way technology is used within the company. Full training will be provided on Servosteel's systems, equipment and bespoke software applications.

Key Responsibilities

- Provide first-line I.T. support to office, warehouse and production-based users.
- Log, investigate and resolve routine hardware, software and user-related issues.
- Escalate more complex or higher-risk problems to an experienced member of the I.T. team.
- Install, configure and maintain desktop computers, laptops, monitors and peripheral equipment.
- Support printers, scanners, barcode readers and label printers.
- Install approved software, operating systems and updates.
- Assist users with Microsoft Windows and Microsoft 365 applications.
- Help set up user accounts, email access and standard permissions when authorised.
- Support users of Servosteel's bespoke software applications.
- Gather clear information about software faults and provide details to the development team.
- Assist with testing software fixes and new features.
- Carry out routine system, backup and security checks under supervision.
- Assist with basic network and connectivity troubleshooting.



Servosteel

Pensnett Road
Dudley, West Midlands
England, DY1 2HA

T: +44 1384 471371
F: +44 1384 471370

www.servosteel.com



Servosteel is a trading name of Steelstrip Services Ltd. Registered in England and Wales No. 04797346

Registered office and trading address – Pensnett Road, Dudley, West Midlands, DY1 2HA

Tel : +44 1384 471371 Fax: +44 1384 471370 Web : www.servosteel.com



- Help maintain accurate hardware, software, licence and asset records.
- Prepare computers and equipment for new starters.
- Assist with removing access and recovering equipment when employees leave.
- Update support notes, user guides and setup instructions.
- Assist with hardware and software rollout projects.
- Help ensure systems and devices are secure, reliable and kept up to date.
- Research relevant new technology and share suitable ideas with the I.T. team.
- Follow all company I.T., cybersecurity, data-protection and health and safety procedures.
- Support occasional planned or emergency work outside normal office hours where required.

About You

The ideal candidate will be enthusiastic about technology, approachable and comfortable helping people with different levels of technical knowledge.

You do not need to know every system from the outset. More important is a willingness to learn, a logical approach to problem solving and the ability to ask for help when a task is outside your knowledge or authority.

You should be organised, dependable and able to communicate clearly with users and colleagues.

You will be expected to take responsibility for assigned work, keep accurate notes and follow issues through to completion or escalation.

This role may suit:

- Someone beginning their career in I.T.
- A recent college, apprenticeship or university learner.
- Someone with personal or practical experience who wants to move into professional I.T. support.
- An existing support assistant looking for broader technical exposure.

As your skills and knowledge develop, there will be opportunities to take on more advanced support, infrastructure, cybersecurity, database or software-related responsibilities.

Essential Skills and Attributes

- A genuine interest in computers, software and technology.
- Basic understanding of computer hardware and operating systems.
- Familiarity with Microsoft Windows desktop systems.
- Experience using Microsoft 365 applications such as Outlook, Word, Excel and Teams.
- Basic understanding of computer networks and internet connectivity.
- Ability to install and configure standard hardware and software.
- Logical and methodical approach to troubleshooting.
- Willingness to learn unfamiliar systems and applications.
- Good communication and customer-service skills.
- Ability to explain issues clearly and patiently.



Servosteel is a trading name of Steelstrip Services Ltd. Registered in England and Wales No. 04797346
 Registered office and trading address – Pensnett Road, Dudley, West Midlands, DY1 2HA
 Tel : +44 1384 471371 Fax: +44 1384 471370 Web : www.servosteel.com



- Ability to follow instructions and established procedures.
- Good attention to detail.
- Willingness to maintain accurate records and documentation.
- Understanding of the importance of cybersecurity and confidentiality.
- Ability to recognise when an issue should be escalated.
- Proactive attitude and willingness to suggest improvements.

Desirable Skills

- Previous experience in an I.T. support, helpdesk or technical role.
- Relevant college course, apprenticeship or technical qualification.
- Basic understanding of Microsoft Windows Server.
- Basic Microsoft 365 administration experience.
- Knowledge of networking concepts such as IP addresses, switches, Wi-Fi and VPNs.
- Basic SQL or database knowledge.
- Experience with VMware or other virtualisation technologies.
- Experience repairing or upgrading computer hardware.
- Experience supporting printers, scanners or barcode devices.
- Experience working in a manufacturing or production environment.
- Understanding of backups, antivirus and cybersecurity principles.
- Experience testing software or working alongside developers.
- Basic scripting, automation or programming knowledge.

Training and Development

The successful candidate will receive training and support in areas including:

- Servosteel's I.T. infrastructure.
- Microsoft Windows and Microsoft 365 administration.
- Hardware setup and maintenance.
- Networking and connectivity.
- Cybersecurity and data protection.
- Backup and recovery procedures.
- Servosteel's bespoke software applications.
- Production and shop-floor systems.
- Support documentation and change control.
- Software testing and issue reporting.

Development will be based on the individual's experience, performance and interests.

Key Performance Measures

Performance may be assessed through:

- Responsiveness to support requests.
- Quality and accuracy of routine fault resolution.



Servosteel is a trading name of Steelstrip Services Ltd. Registered in England and Wales No. 04797346
 Registered office and trading address – Pensnett Road, Dudley, West Midlands, DY1 2HA
 Tel : +44 1384 471371 Fax: +44 1384 471370 Web : www.servosteel.com



- Appropriate escalation of complex or higher-risk issues.
- Completion of assigned checks and maintenance tasks.
- Accuracy of support, asset and equipment records.
- Quality of communication with users.
- Completion of training and development objectives.
- Improvement in technical knowledge and independence.
- Contribution to software testing and implementation.
- Compliance with security and data-protection requirements.
- Reliability, attendance and teamwork.
- Practical suggestions for improving the company's use of technology.

What You'll Receive

Your contribution will be rewarded with a competitive salary and a range of benefits, including:

- Company pension.
- Bonus scheme.
- Healthcare benefits.
- Structured training and development.
- Support from an experienced in-house I.T. team.
- Exposure to a wide range of hardware, software and business systems.
- Opportunities to develop or diversify your role as your experience grows.
- The chance to work within a supportive and technically varied environment.

About Servosteel

Servosteel is a long-established company based in Dudley, operating for more than 40 years and recognised as one of the UK's largest independent steel toll processors.

We provide an innovative and dependable range of processing services to the steel industry. With an annual processing capacity of more than 500,000 tonnes, we pride ourselves on delivering high standards of customer service, quality and reliability.

Our centrally located site includes more than 200,000 square feet of warehouse and production space.

Our processing capabilities include three slitting lines, two decoiling lines, an independent coil pickling line, three flatbed laser cutters, a press brake and the UK's only SCS coil recovery line.

Technology plays an important role throughout Servosteel. Our in-house software development team has created a comprehensive suite of bespoke applications supporting our employees, production processes, customers and wider business operations.

Please note: No recruitment agency enquiries unless specifically requested.



Servosteel is a trading name of Steelstrip Services Ltd. Registered in England and Wales No. 04797346
 Registered office and trading address – Pensnett Road, Dudley, West Midlands, DY1 2HA
 Tel : +44 1384 471371 Fax: +44 1384 471370 Web : www.servosteel.com

