



Haverhill  
HCA LTD

**HAVERHILL HEALTH CARE AGENCY LTD.**

*Registered In England and Wales No. 12694271*

**Job Title: IT USER SUPPORT TECHNICIANS**

NQF Level: 3

SOC: 3562

Term: Permanent / Full Time

Salary: £23,600 to £24,500 per annum

Recruitment Process: Online application via recruitment website / Telephone Interview / Physical Interview

**Job Description:**

IT user support technicians are responsible for providing technical support, advice and guidance for internal/external users of IT systems and applications, either directly or by telephone, e-mail or other network interaction.

**Tasks:**

- Provides technical support to IT users
- Advises users on how to resolve hardware and software problems
- Installs and upgrades hardware, cables, operating systems and/or appropriate software
- Facilitates user access to systems
- Refers more complex or intractable problems to appropriate IT professionals
- Researches possible solutions in user guides, technical manuals and other documents
- Maintains a log of work in progress, calls received, actions taken and problems detected;
- Reports on commonly occurring queries to detect underlying problems.