

IT Support Specialist

VACANCY: IT Support Specialist

LOCATION: Chesterfield based with UK wide support.

ABOUT US:

AVK UK Limited is part of the AVK Group, market leaders in the design, manufacture and supply of valves, pipe fittings, hydrants and flow control equipment to the Water, Wastewater, Oil and Gas industries throughout the world.

We are seeking a dedicated and proactive IT Support Specialist to join our dynamic team at AVK UK and provide technical support and services to all UK-based businesses under our umbrella.

Are you a strong communicator able to service and support your stakeholders, looking for your next career step to develop your skills?

ABOUT THE ROLE:

This role involves first-line support, the installation and update of employee devices, on-site visits to resolve hardware issues, and technical guidance to support our various systems and devices. In this role you will assist Group IT with server, network, and infrastructure tasks.

Key responsibilities include, but are not limited to:

First Line Support:

- Respond to and resolve IT-related inquiries and issues from employees.
- Provide timely and effective troubleshooting assistance via phone, email, and in-person.
- Document and track issues using the company's ticketing system.

Device Installation and Updates:

- Set up and configure new employee devices, including desktops, laptops, and peripherals.
- Perform routine maintenance and updates on existing devices to ensure optimal performance.
- Manage software installations, updates, and licensing.

On-Site Hardware Support:

- Visit various UK sites to diagnose and resolve hardware issues.
- Repair or replace faulty hardware components and peripherals.
- Ensure minimal downtime by providing efficient and effective hardware support.

Technical Guidance and Support:

- Offer technical guidance and support for Microsoft 365, Teams, and other collaboration tools.
- Support mobile devices, landlines, and printers, ensuring they are fully operational.
- Assist employees with device setup and troubleshooting.

Server, Network, and Infrastructure Support:

- Collaborate with Group IT under guidance to support server maintenance, network configuration, and infrastructure tasks.
- Monitor network performance and troubleshoot connectivity issues.
- Assist in the implementation of IT infrastructure projects.



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ABOUT YOU:

- Qualified by experience or to degree level with proven exposure in an IT support role, preferably in a multi-site environment.
- Strong knowledge of Microsoft 365, Teams, and related applications.
- Proficiency in supporting and troubleshooting hardware (desktops, laptops, mobile devices, printers).
- Familiarity with server and network maintenance.
- Excellent problem-solving skills and the ability to work independently.
- Strong communication skills, both written and verbal.
- Willingness to travel to various UK sites as required.
- Customer-focused with a commitment to providing high-quality support.
- Ability to manage multiple tasks and prioritise effectively.
- Detail-oriented with strong organisational skills.
- Proactive and eager to learn about new technologies and IT solutions.
- Full driving license

WHAT WE OFFER:

- A culture of shared values, goals, attitudes, and business growth
- Employee Assistance Programme (Welfare and Wellbeing)
- Competitive salary
- Company Car
- 33 days holiday (including statutory Public Holidays)
- Life Assurance plan (x3)
- Company pension plan
- Discounts and cashback across many high-street and online retailers (Supermarkets, Entertainment, Fashion, Days Out, Technology, Home, and Travel)
- A blend of training to help your career development.

WORKING HOURS:

- 37.5 hours per week
 - Monday – Thursday 0815-1700
 - Friday 0830-1600

We know that our people make the difference in the AVK Group, and we are looking for skilled, passionate, and driven professionals to work with our inspirational leaders; to promote our culture, enable change and champion a lean environment.

APPLY NOW - Please send your up-to-date CV to careers@avkuk.co.uk

