InsideAsia Tours Ltd.
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First Line IT Support Technician

Branch	Bristol
Work location	Bristol
Full time	Yes
Reports to	IT Manager – Phil Wilmot

Our Values

In everything we do at InsideAsia Tours we aim to act be in line with the company's five core values: Trustworthy, Knowledgeable, Ethical, High Quality, Friendly. These are at the heart of the organization, and the company looks for every individual to demonstrate these values on a daily basis.

Job Purpose

You will be providing internal first line IT Support both face to face and remotely for 150 staff located in five different offices worldwide.

The Role

This is primarily a first line support role with room to develop and progress as the company and IT Department grows. You will be addressing and solving issues that come in via ticketing, phone or instant chat daily. You will be assigned tasks from the Senior IT Support Technician and the IT Manager, to help in the running of the day-to-day duties of the IT department.

You will have exceptional exposure to the latest Microsoft technologies on-premise and the cloud which will provide an excellent springboard for developing your skills. You will be provided with a subscription to CBT Nuggets online courses and videos where you can self-learn as part of your role. Self-motivation is a key requirement for successful candidates.

Who will you be working with?

- IT Manager
- Senior IT Support Technician

InsideAsia Tours Ltd, an award-winning travel company offering group tours, tailored travel and cultural experiences across Japan, Vietnam, Cambodia, Laos and Burma.

InsideAsia Tours Ltd
Registered in England
& Wales 4094031
ATOL 9419, ABTOT 5223

What are we looking for from you?

You should have a high level of attention to detail in all your work to ensure we are providing the best service to the end users. Good communication skills are a requirement to meet our goal of being a transparent IT Department.

You should have an open mind to learning with self confidence to ask for help when unsure.

Qualifications are advantageous but are not compulsory. However, having a proven track record with experience is.

Outputs

- Daily checks with a short-written summary
- Training materials
- Email notifications and announcements

Main tasks and responsibilities

InsideAsia's client systems are Microsoft Windows based networked together with a virtualized server environment built upon a high availability fabric in case of failover. Many of our end users work via Remote Desktop Services either from one of our four offices worldwide or from home.

The main tasks are as follows:

- Solving day to day problems that staff may report
- Windows 10, Remote Desktop & Microsoft Office 365
- Minor Server duties
    o Active Directory Management
    o Print Management
- Reporting & Monitoring
- Provisioning onboarding and offboarding of various user accounts
- Basic networking tasks
- Tasks relating to our Phone System
- Installation of new handsets, adding extensions and direct dial numbers
- Setup and install new client hardware
- Inventory, assets and auditing duties
- Assist in providing training to staff
- Writing user guides and creating learning videos for end users
- Participate in development of new solutions

Experience and key skills required

- First line support experience
- Good knowledge of Windows 10 Operating System
- Exposure in using Remote Desktop Services
- Experience resolving Office 2013 / 2016 desktop issues and answering questions and queries from the end user
- Microsoft Office 365
- Understanding network printers and print servers
- Exposure to Server 2012 R2 & 2016
- Active Directory
- Group Policy
- Hyper-V and Virtual Machines
- Enthusiasm in keeping up to date with the latest IT technological advances at a consumer and enterprise level

Desirable attributes

- Experience working with Server 2012 R2 & 2016
  - Active Directory
  - Group Policy
- Hyper-V and Virtual Machines
- Understanding of TCP / IP networking
- Experience working with IP based phone systems
- Understanding of server hardware
- HTML & CSS

Pay and Conditions

Starting Salary: £20,710 - £23,810 per annum (depending on skills and experience)

Hours: 40 hours per week (Hours 9am to 6pm, Monday to Friday, with an hour for lunch)

Holiday: 23 days paid holiday plus statutory bank holidays

Bonus: The Company offers a performance-related bonus scheme where the maximum payment available is 125% of monthly salary

Pension: An auto-enrolment workplace pension scheme is offered to employees; Company contribution is 3% of gross monthly salary, with a current minimum employee contribution of 2%

Probation period: 6 months, can be extended by 1 additional month if necessary

Travel to work: we encourage our employees to either walk, cycle, use a park and ride or bus or train service. If driving by car, parking would be in a public car park at own cost; there is no parking available at the office. We run a Cycle2work scheme for employees, following successful completion of the probation period

Candidates will need to have the right to work in the UK. For this position we are unfortunately unable to sponsor visas.

If the above role is of interest, please apply now by sending an up-to-date CV and comprehensive cover letter, showing how your skills and experience match the job description, to: jobs@insideasiatours.com

Applications close: Friday 12th October 2018

Interviews from: Monday 15th October 2018

Start date: to be negotiated

About InsideAsia Tours

InsideAsia Tours Ltd (IAT), is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan with a satellite office in Tokyo. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, InsideVietnam Tours which specialises in travel to the Indochina region and InsideBurma Tours which focuses on Burma (Myanmar). The multi-award winning InsideJapan brand is one of the world's largest and most respected independent providers of travel to Japan. The company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of Japan, Burma, and Vietnam culture, giving customers an insight into the diverse character of the relevant country.

Work Culture

You will be working in a vibrant office with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.