



Hendglade House, 46 New Road

Stourbridge, West Midlands

DY8 1PA, United Kingdom

Trainee IT Support Technician

Location: Stourbridge, Hours of Work: 9am – 5pm

Salary will depend on experience

Argus Fire launched in 1982, remains a family-owned business. We are the UK's class-leading supplier of fire detection and fire protection systems and remain one of the largest privately owned fire protection businesses in the UK. We design, install, and maintain all types of automatically operating fire extinguishing systems and electronically activated fire detection and alarm systems for large projects through to servicing small standalone products. We currently have over 200 employees and have offices based in Stourbridge (HQ), Manchester and London.

Despite our ongoing success, we are never content on standing still and continue to re-invest significant amounts into the development of our products, services and platforms.

Why Join Us? Come and work with a talented, motivated, and friendly group of like-minded colleagues. Be supported and encouraged to develop your skills and knowledge through structured training and coaching from experienced colleagues. Be part of a company that invests heavily in apprenticeships futures and ongoing learning and development.

Roles and Responsibilities

Be 1st line IT Support for colleagues, assist with maintenance and support on various platforms, complete administrative duties along with office IT equipment set up and troubleshooting tasks.

The duties would involve: -

- 1st Line support
 - Install, configure and trouble shoot computer systems and peripherals
 - Hands on hardware, software support and Network trouble shooting
 - Resolving issues and liaising with 3rd party providers
 - Laptop and PC setup for Windows 10/11 configuration
- Maintenance & Support of Various Platforms
 - Cloud platform (SharePoint, One Drive, Adobe, Job Logic, AutoCAD)
 - Inhouse systems and live company website
- Administration Tasks
 - General IT department admin
 - IT & printer equipment recycling and disposal
 - Maintain & Support Office IT infrastructure e.g. Conference rooms
 - Some manual tasks moving and setting up IT equipment
- At Argus Fire we do have a third-party IT provider who oversee a lot of out IT and Cyber Security Solutions, they manage and maintain virtual servers and do also provide user support via their help desk.
- This role would suit someone looking to expand their skills in IT, it requires a willingness to learn ,with a friendly and helpful approach to customer service.

Essential Skills

- Understanding of IT infrastructure, ideally holding or working towards IT Support or Infrastructure Qualification
- A can-do hands-on attitude
- Excellent customer service skills, with a friendly approach
- Excellent verbal communication skills
- Ability to multitask
- Willingness to learn and develop
- Reliability

To apply please email CV to L.deville@argusfire.co.uk

Closing date for applications 26th January 2024