



## IT Support November 2018

An amazing career opportunity has just arisen for an IT Support Assistant to join a Topcon Technology are looking for a IT support to Topcon legal entities in the UK and Ireland and ensure all IT equipment and infrastructure run to its optimum performance.

### **Duties and responsibilities**

- Provide 1<sup>st</sup> and 2<sup>nd</sup> line IT support both on site and remotely.
- Work alongside the wider global IT team to ensure the IT environment is able to support the business.
- IT ticket administration, ensuring responses and closing of tickets are within agreed timescales and to required standards, and escalating tickets are required for more complex issues.
- Installation, maintenance and support of IT equipment.
- Maintain, update and roll out system updates.
- Liaise with contractors and external suppliers, clearly communicate technical issues and standards.
- Provide technical support and input to local and global IT projects and initiatives.
- Occasional travel to other Topcon sites as and when required.

### **Required experience, skill and knowledge**

- Previous experience in a similar IT Support / Help-desk role and working with an IT ticketing system.
- Knowledge and experience of Operating Systems - Windows 7 & Windows 10.
- Experience of monitoring and maintaining systems and networks.
- Experience of installing and configuring of systems.
- Experience of diagnosing faults on both hardware and software.
- Experience of solving technical and application issues by phone, email, in person or remotely.
- Good organisational skills, with the ability to prioritise and manage multiple open tickets.
- Excellent communication skills and interpersonal skills.

This is a permanent, full time (37.5 hours a week) role based in Minchinhampton

From construction to agriculture we are transforming the way companies are doing business. We are headquartered in Livermore, California USA with our European head offices in Capelle a/d iJssel, the Netherlands ([topconpositioning.eu](http://topconpositioning.eu)) Topcon Positioning Group designs, manufactures and distributes precise positioning products and solutions for the global surveying, construction, agriculture, civil engineering, BIM, mapping and GIS, asset management and mobile control markets. Its brands include Topcon Sokkia, Tierra, Digi-Star, RDS Technology and NORAC.

We are looking for employees who share our drive and desire to be part of something bigger than themselves and possess a passion to collaborate with others who are the best at what they do. If you can see yourself in our future, see below to learn about openings that satisfy your calling. Come expand your career with us.

See how we are changing things: <https://www.youtube.com/user/TopconToday>

If you are interested in this role, please apply via our career sites, <https://international-topcon.icims.com>.