



# JOB DESCRIPTION

**IT AND NETWORK SUPPORT TECHNICIAN**

# THE ROLE

## IT and Network Support Technician

**Reporting to:** Head of Digital  
**Location:** Padiham (Burnley) and Cragg Vale (Halifax) depots

### About the Craggs Energy Group:

The Craggs Energy Group of companies was first established in October 2011 with the launch of Craggs Energy – a fuel distributor serving domestic customers in West Yorkshire. Since then the group has expanded to work nationwide, offering several services to domestic, agricultural, commercial and public sector organisations.

### Summary of Role:

To ensure the smooth running of computer hardware, systems and associated processes across the Craggs Group. This will include installing and configuring hardware, software, phones, operational equipment and being one of the primary points of contact for IT support within the Group.

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# OUR

# TEAM

# JOB DESCRIPTION

## Key Responsibilities

- Set up computers and necessary peripheral devices for new starters and where replacements are required.
- Providing support to users, being the first point of contact for issues and troubleshooting solutions in person and remotely.
- Manage the company ticketing system, prioritising tasks and resolving issues in a timely manner.
- Ensure security and privacy of networks and computer systems and company policies are adhered to.
- Proactively monitor the performance of hardware and software.
- Install and configure appropriate software and functions according to specifications
- Maintain records/logs of repairs and fixes and maintenance schedule
- Identify computer or network equipment shortages or replacement requirements and obtain authorisation for procurement.
- Performing tests and evaluations on new software and hardware.
- Establishing good relationships with all departments and colleagues identifying any new needs and highlighting to the Head of Digital.

# JOB DESCRIPTION AND HOW TO APPLY

## Essential Requirements:

- Proven experience as IT Technician or relevant position
- Excellent diagnostic and problem-solving skills
- Outstanding organisational and time-management skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles (GDPR)
- The ability to explain problems and solutions clearly to non-technical users
- The ability to prioritise, work under pressure and meet deadlines
- A patient and methodical approach
- The ability to work alone or as part of a team
- An awareness of health and safety
- Willing to travel to both depots (Lancashire / Yorkshire)
- Full UK driving licence

## Qualifications / Skills & Knowledge:

- 2+ year's IT support experience
- Experience supporting Linux / Windows server environments
- Experience with AWS
- Experience with Microsoft 365, Active Directory, DNS, Azure, Remote Desktop
- Interest in IOT
- Experience with VoIP phone systems

## Salary:

£21,000 - £23,000 (based on experience).

# READY TO APPLY?



## How to apply:

To express your interest in this role and to apply, send your CV and covering letter to Joe Ford, Head of Digital at the Craggs Energy Group.

[joe@craggsenergy.co.uk](mailto:joe@craggsenergy.co.uk)

# GOOD LUCK!

