



PERMANENT FULL-TIME VACANCY
for
Technical Support Officer
Internal Technical Services

ITR is a highly successful and well-established translation company specialising in multilingual projects for global clients. We aim to achieve the highest standards in technical translation and to optimise the use of language technology for our customers' benefit.

Our services comprise technical translation, electronic publishing, and the localisation of software applications and corporate websites in all major languages. We operate a sophisticated IT environment using an extensive range of software tools.

We are now planning to recruit a Technical Support Officer on a full-time basis to join our company's Internal Technical Services team.

The Internal Technical Services team is responsible for providing high-quality IT related services to the entire company. These services include ICT infrastructure, end-user support, software development and application support for all departments as well as problem solving and process automation on production-related projects.

Responsibilities Include:

End-user Support: Respond to task requests from end users in line with a Service Level Agreement. Install and relocate equipment. Install operating systems and applications. Diagnose and troubleshoot hardware and software issues. Write documentation for solutions.

Platforms: *Windows 2000 / XP desktops, Macintosh OSX, VMWare, MS Virtual PC.* Application packages: *Microsoft (Office, Visio, Project), Adobe (FrameMaker, Acrobat, PageMaker, Photoshop, Indesign, AfterEffects, Dreamweaver), Industry specific packages e.g. SDL Trados.*

Infrastructure Support: Provide administrative support for Windows Server 2003 – Active Directory administration. Server maintenance – MOSS 2007, MS Exchange, MS IIS, FTP, MS SQL Server, MS Virtual Server. Diagnose and troubleshoot hardware and software issues. Maintain system documentation.

Software Development: Design & Implement new tools and solutions according to agreed specifications. Maintain and modify existing tools according to agreed specifications. Write technical and end-user documentation.

Administrative Tasks: Maintain existing and create new technical and end-user documentation. Maintain equipment inventories and logs. Manage equipment and documentation storage space. Classify and dispose of old equipment in line with our environmental policy.

Preferred qualifications:

- proven experience in end user support
- the ability to communicate exceptionally well in written and spoken English
- honours degree (1st or 2.1)
- an interest in translation and publishing technology
- the desire to work as an effective member of a dynamic team
- excellent administrative skills
- initiative, energy, team spirit and professional commitment

If you are interested, please send your current CV to the address below, including a covering letter, quoting reference TSO_200801 and explaining why you feel you are suited to this position. All applications will be treated in the strictest of confidence.

resources@itr.co.uk



ITR International Translation Resources Ltd
1 Dolphin Square, Edensor Road, London W4 2ST, UK.
Website: www.itr.co.uk