



**PERMANENT FULL-TIME VACANCY**  
for  
**Technical Support Officer**

We are now planning to recruit a **Technical Support Officer** on a full-time basis to join our company's **Information Systems** team. This is a real opportunity to gain hands-on in-depth knowledge and experience of a very broad range of technologies.

**Key Responsibilities**

The position of **Technical Support Officer** is primarily an **end-user and desktop support role**. The successful candidate will be able to demonstrate excellent people skills as well as excellent technical ability. Training will be provided to help the successful candidate carry out their key responsibilities as well as to expand into other areas of the IS Department – according to their interests and ability.

**End-User and Desktop 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.
- Manage equipment and documentation storage space.

**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.

**Additional Responsibilities**

In addition to the basic end-user and desktop support responsibilities, the successful candidate will be expected to increase their knowledge and also become involved in some or all of the following areas:

**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. Configure network infrastructure: LAN, WAN, SAN. 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

**Preferred qualifications:**

- proven experience in end user support
- the ability to communicate exceptionally well in written and spoken English
- initiative, energy, team spirit and professional commitment
- the desire to work as an effective member of a dynamic team
- an interest in translation and publishing technology

**If you are interested, please send your current CV with a covering letter quoting reference TSO\_200805, explaining why you feel you are suited to this position, to:**

[resources@itr.co.uk](mailto:resources@itr.co.uk)



ITR International Translation Resources Ltd  
1 Dolphin Square, Edensor Road, London W4 2ST, UK.  
Website: [www.itr.co.uk](http://www.itr.co.uk)