

IT Support Technician - Calder IT

Location: Office-based, Halifax

Job Type: Full-time

Working Hours: Shift work, Monday to Friday, between 8am and 6pm

Send expressions of interest to recruitment@calderit.com

Recruitment firms need not apply. Calder IT already works with preferred recruiters.

Join Calder IT as an IT Support Technician and become part of a growing Yorkshire-based managed service provider supporting SME clients across the UK. This is an excellent opportunity for a customer-focused IT professional who enjoys solving problems, building trusted relationships, and working across a broad range of technologies in a fast-paced support environment. You will play a key role in delivering reliable day-to-day support, helping clients stay secure, productive, and connected.

Our Values

At Calder IT, our work is guided by three core values: **Integrity**, **Teamwork**, and **Reliability**. We build trust through honest advice and dependable service, work collaboratively with colleagues and customers to deliver the right outcomes, and take pride in providing secure, efficient IT support that helps organisations succeed. We also believe in making a positive contribution to our local community through responsible business practices and meaningful local partnerships. We hold the West Yorkshire Fair Work Charter

About the Role

- Provide second-line technical support to Calder IT clients by phone, email, remote tools, and occasional onsite visits.
- Diagnose and resolve issues across hardware, software, Microsoft 365, printers, connectivity, and core network services.
- Install, configure, and support desktops, laptops, mobile devices, operating systems, and business applications.
- Support user onboarding, account setup, permissions, and email configuration for client environments.
- Monitor alerts, manage tickets, document resolutions clearly, and escalate more complex incidents where appropriate.
- Assist with patching, endpoint protection, cyber security best practice, and proactive service improvement.
- Work with firewalls, antivirus, backup, and cloud platforms as part of Calder IT's managed service offering.
- Build trusted relationships with clients, colleagues, and suppliers while representing Calder IT professionally at all times.

Person Specification

- Previous experience in an IT support, service desk, help desk, or desktop support role.
- Strong working knowledge of Microsoft Windows, desktop hardware, laptops, printers, and common business applications.
- Good understanding of Microsoft 365 administration and support.
- Sound knowledge of networking fundamentals, including TCP/IP, Wi-Fi, VPNs, routers, and switching.
- Excellent troubleshooting skills, with the ability to prioritise and manage multiple tickets effectively and reliably.
- Strong communication and customer service skills, with a professional, approachable manner and a commitment to working collaboratively with colleagues and clients.
- Ability to document work clearly, give honest advice, and follow support procedures and service standards with integrity.
- Full UK driving licence and willingness to travel to client sites when required would be beneficial.

Desirable Skills and Experience

- Relevant certifications such as CompTIA A+, Network+, Microsoft, or ITIL.
- Experience working within a managed service provider (MSP) environment.
- Experience of Microsoft 365, SonicWALL, and ESET product administration or support would be advantageous.
- Experience of cloud voice platforms; support and installation.
- Familiarity with Active Directory, remote support tools, ticketing systems, and asset management processes.
- Awareness of cyber security standards, backup solutions, and endpoint management tools would be beneficial.

Work Conditions and Reporting

This role will typically report to the IT Technical Services Manager or another senior technical lead within Calder IT. The position may involve a mixture of office-based, remote, and onsite client support, along with occasional out-of-hours work or participation in a support rota depending on customer and business requirements.

Why Join Calder IT?

- £25,000 - £35,000 per annum, depending on experience.
- Opportunities for training, certifications, and ongoing professional development.
- Varied work across a broad range of clients, technologies, and projects.
- Supportive team environment within a growing Yorkshire IT business.
- Company pension and holiday entitlement in line with UK employment standards.