

Are you great  
with supporting  
people?

Acteon

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## Internal IT Support Technician

**We are looking for an exceptional person to join Acteon. We offer stimulating and varied projects in a friendly, informal environment, a competitive salary and the possibility of sharing in the success of the business.**

Key responsibilities:

- Support the set up and configuration of new devices, including Windows and Mac laptop or desktop computers
- Support hardware equipment in the office, including hot-desk equipment, WiFi, meeting room screens, sound systems and printers
- Support the implementation of new systems and services including new applications, new/upgraded hardware and software, system upgrades and rollouts
- Liaise with our managed services partner on network and infrastructure issues, system upgrades and rollouts
- General IT admin, purchasing and liaising with suppliers
- Coordinate with our remote IT Helpdesk support team
- Remain current with technologies and offer high quality guidance and advice resolution
- Implement and remain current with information security best practice

### **What we do**

Acteon creates communication and learning to help people flourish. That means helping people to make better choices, work more efficiently, be safer, get up to speed faster, sell better, develop their professional skills – whatever it is that makes them, and their organisations, more successful.

We work with our clients to understand the specific objectives that underpin success, and then use communication and learning to drive the positive behaviour change that delivers them. Our solutions work because they are aligned with the context, culture and values of individuals and the organisation.

We're fortunate to work with exciting, household-name clients in a wide range of sectors. A sample of our recent projects include work like:

- facilitating and supporting marketing campaigns, both online and offline
- helping **Royal Mail** staff to combat scam mailings
- supporting effective risk management across **Co-op** Group
- introducing **Channel 4** colleagues to new TV audience monitoring technology
- designing, developing and supporting software for the UK's largest care companies
- building the reputation of **Bayer** in the field of ophthalmology
- revitalising the learning blend for global pharmaceutical salesforce training
- helping ensure data privacy at **Condé Nast**

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### **This role, and what we're looking for**

Our business has grown significantly in the last five years. Existing clients come back to us time and again for engaging and effective communication programmes and new growth opportunities are strong. We're looking for an exceptional person to join our team and support our internal IT needs.

Key requirements:

- Excellent communication skills, both written and verbal with the ability to communicate with non-technical colleagues face-to-face and remotely
- Work independently and self-manage the prioritisation of requests
- Very familiar with general office computer hardware, accessories, connectors, etc
- Strong knowledge of Windows O/S and associated technologies
- Strong knowledge of Microsoft Office 365 & Exchange Online
- Good knowledge of Group Policies and Active Directory
- Good networking knowledge of routers, firewalls, WAN, LAN
- Good knowledge of Windows Server technology

This position would suit someone with excellent problem-solving skills and the ability to manage his or her own work independently. You will have a strong desire to understand and help your colleagues.

Ideal candidate will also have:

- Knowledge of Mac OS
- Knowledge Endpoint Manager M365 / Intune
- Understanding of Virtualisation, ideally HyperV
- Experience of VPN technology

The successful candidate is likely to have at least three years' experience in a similar role, or demonstrable experience from hobby or personal interest, and a strong desire to learn.

### **Who we are and how we work**

Acteon is a limited liability partnership, owned and led by five partners who are all active practitioners within the business. Our in-house team is currently made up of fifty people including project consultants, design studio colleagues, developers and technical support, marketing staff and administrators. In addition, we work with a network of trusted freelance writers and graphic designers.

We pride ourselves on the great relationships we build with our clients, and our ability to exceed their expectations. That strength is rooted in quality – the quality of our work, and the quality of the working experience. We have a very strong reputation within our industry and have won multiple national industry awards.

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We work in an informal structure and keep hierarchy and management to a minimum. It's a working style we really value but which requires colleagues to be mature, cooperative and self-directed.

We operate from attractive offices close to the centre of Cambridge and we offer a friendly and flexible working environment where personal responsibility and initiative is valued. The role will be on-site, with opportunities to discuss flexible working after the first 3 months.

Colleagues get focused, individual support for personal development, and we do a lot of knowledge-sharing and development work within and across teams. We care about colleagues achieving a good work-life balance, and there is plenty of both organised and informal socialising.

### **What we offer**

As a member of a small company, you will have the chance to influence the development of Acteon and to contribute to and share in our success.

The role will give you the chance to work with independence, whilst still having the guidance and support from the external Finance, HR and IT consultants Acteon partners with. We offer a salary of c. £25,000 - £30,000 related to capability and experience, a contributory pension scheme, life assurance, gym membership and 25 days annual holiday (in addition to statutory holidays). In successful years we make bonus payments.

### **Making your application**

To apply for this role, please send us:

1. Your CV.
2. A covering letter, briefly explaining your suitability for the role. Please state where you saw this post advertised.

Please send your application by email to Nicola Bradnam:

**[nicola.bradnam@acteoncommunication.com](mailto:nicola.bradnam@acteoncommunication.com)**

Following a review of the applications, selected candidates will be invited to an initial video interview and possibly to our offices for an interview depending on current Covid-19 restrictions.

No agencies please.

Acteon designs and delivers blended learning to help organisations flourish. We craft creative solutions that make a real and lasting change for our clients. We provide support for strategy & design, change communication, e-learning, blended learning, mobile, video, animations, workbooks, gamification, coaching tools and learning management.

Acteon is a multi-award winning agency with an international reputation for quality and innovation.

[acteoncommunication.com](http://acteoncommunication.com)