

IT Support Assistant

The IT Support Assistant provides front-line technical support to users across the organisation. The role focuses on resolving common IT issues, performing routine support tasks, and escalating more complex problems to senior staff. This position is suited to someone early in their IT career with some prior hands-on experience who is looking to develop within a structured IT team.

This IT Support Assistant role will provide structured development with the IT support team, training and mentoring from the senior IT staff, and allow exposure to security, infrastructure, and the wider IT operations.

KEY RESPONSIBILITIES

- Provide first line IT support via service desk, email, phone, and in person
- Resolve common issues including:
 - Password resets and account access
 - Microsoft 365 user issues (Outlook, Teams, OneDrive, Sharepoint)
 - Basic hardware and software troubleshooting
- Log, update, and close support tickets accurately in line with procedures
- Assist with user joiners, movers, and leavers
- Build, configure, and issue laptops and Mobile Devices
- Install approved software and apply standard updates
- Maintain basic IT asset records
- Escalate incidents that cannot be resolved at Level 1
- Work closely with senior IT support staff
- Follow agreed escalation paths and IT processes
- Follow IT policies, procedures, and security standards
- Complete clear and accurate ticket notes
- Assist in maintaining user guides and internal documentation
- Always adhere to security best practices
- Recognise and report potential security concerns (e.g. phishing)
- Support basic security tasks under supervision

PERSON SPECIFICATION

- Well organised and reliable
- Approachable and patient with non-technical users
- Able to prioritise tasks in a busy environment
- Team-focused with a positive attitude
- Professional and security-aware

*Please note we will not be engaging with agencies for this vacancy



QUALIFICATIONS

Essential

- Some prior experience in an IT support, service desk, or technical support role
- (commercial, education, placement, or apprenticeship)
- Basic knowledge of:
 - Windows 11
 - Microsoft 365 applications
- Good customer service and communication skills
- Ability to follow procedures and work to defined processes
- Willingness to learn and develop technical skills

Desirable

- Experience with a ticketing system
- Basic exposure to Active Directory or Entra ID user administration
- Entry-level IT qualification (or working towards one), such as:
 - Microsoft Fundamentals
 - IT apprenticeship framework

BENEFITS

- Competitive salary
- medical cash plan
- discretionary bonus scheme
- Service related holidays
- Employee Assistance Programme

HOW TO APPLY

Written applications to:

FAO HR
Aarsleff Ground Engineering, Hawton Lane,
Balderton, Newark, Nottinghamshire, NG24 3BU

Email: recruitment@aarsleff.co.uk
Phone: 01636 611 140

*It is the policy of Aarsleff Ground Engineering Ltd to comply with all relevant legislation regarding Equal Opportunity and Diversity.



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