

1st Line IT Support Technician

Location: Chesham, Buckinghamshire

Salary bracket: £25,000 - £27,000

SHJ is a leading supplier of medical and laboratory gas pipelines, solutions and services, and a market leader in remote monitoring and energy saving technologies. We are committed to the highest standards of care and support for our customers and invest heavily in R&D to remain at the forefront of our industry.

Overview

We're looking for a proactive **1st Line IT Support Technician** to join our IT team. You'll be the first point of contact for user support, handling issues across hardware, software, networks, and key platforms such as Microsoft 365, Azure, and our job management system, **Protean**. Experience with both **Windows and Linux** environments is essential.

Key Responsibilities

- Champion and support the **Protean** job management system
- Provide 1st line support via phone, email, and remote tools
- Troubleshoot hardware, software, and network issues (Windows & Linux)
- Support Microsoft 365 and Azure Active Directory users
- Assist with CRM/ERP and job management queries
- Log, manage, and escalate support tickets as needed
- Document solutions and share knowledge with the wider team
- Support user onboarding/offboarding and general IT operations

Requirements

- Previous experience in a 1st line support or similar role
- Strong knowledge of Microsoft 365 and Azure (AD, Teams, Exchange)
- Confident with both Windows and Linux environments
- Familiarity with CRM/ERP or job management systems
- Excellent communication and multitasking skills

Desirable

- Experience with Protean or similar systems
- Understanding of ITIL practices
- Relevant certifications (e.g. CompTIA A+, Microsoft Azure Fundamentals)

What We Offer

- Supportive team and collaborative culture
- Career development and training opportunities
- Competitive salary and benefits
- Hybrid working options (where applicable)

SHJ is committed to creating a diverse environment and is proud to be an equal opportunity employer. We strive to create an inclusive workplace where everyone can thrive, regardless of their background.

To apply for this position, please email mat.sealy@shj.co.uk with your CV and a cover letter explaining why you think you would be suitable for this role.