
Role Description
Level 1 - IT Systems Assistant

Project number
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1.0 Introduction

We are more than an architectural practice – we’re a team of teams with diverse and extensive expertise. We lead projects in our unique integrated way, delivering exceptional value and a positive impact for our clients and communities.

Founded in Newcastle upon Tyne in 1953, we now have teams collaborating across the UK and internationally, with a shared commitment to our ethos of Everything architecture – to improve the quality of the world around us and, in doing so, improve people’s lives.

2.0 Overview

Reporting to the IT lead, you will be the first point of contact for end users seeking assistance with their IT issues. Your primary responsibility is to diagnose and resolve routine technical problems, escalating more complex issues when necessary. You will be working in a fast paced environment, so the ability to communicate effectively, solve problems, and work well under pressure is essential.

3.0 Duties

Provide first level technical support to end users via the helpdesk ticket system, adhering to company SLA’s.

Efficiently triage, resolve and manage IT support tickets, ensuring timely resolution and maintaining customer satisfaction.

Diagnose, troubleshoot, and resolve common IT problems, including login issues, software installations, network connectivity and user licensing.

Escalate unresolved issues to Level 2 or Level 3 support as needed, ensuring timely problem resolution.

Maintain and update knowledge base articles for common issues.

Assist with onboarding and offboarding of employees, including setting up user accounts and providing basic training.

Ensure exceptional customer service by maintaining a professional and friendly demeanour.

4.0 Skills

A strong understanding of IT systems, including Windows operating systems, Microsoft Office applications, and basic network configurations.

The ability to diagnose and resolve technical issues effectively is a must. You should be resourceful in finding solutions to unique problems.



Excellent interpersonal and communication skills are crucial. You should be patient, empathetic, and able to communicate technical information in a clear and understandable manner.

A systematic and logical approach to troubleshooting technical problems is essential, along with the ability to follow troubleshooting procedures.

A collaborative spirit, as you'll often work closely with other IT team members to resolve issues.

Strong time management and multitasking skills to handle a high volume of support requests.

Support to systems development as required.