Junior IT Technician

Corona IT Solutions, Dumfries

Job Title	Junior IT Technician
Hours	37.5 per week
Salary	Dependent on experience
Location	Unit 209, Spitfire Crescent, Dumfries, DG1 3PH
Employment Type	Full-Time, Permanent
Holiday Entitlement	28 days, plus your birthday off

Role Purpose

This is an entry-level role on the service desk at Corona IT Solutions supporting our managed service clients across the UK. You will be the first point of contact for our clients when something breaks, logging and resolving day-to-day IT issues and escalating the ones that need a more experienced pair of hands.

You do not need years of experience. You need a solid grounding in Windows and Microsoft 365, a genuine interest in how IT systems work, and the ability to explain a fix to someone who is not technical without making them feel stupid. We will train you on our tools and processes, and you will work alongside experienced technicians who will show you how things are done.

What You Will Do

- **Service Desk Support:** Answer calls and emails from clients, log tickets accurately, and resolve first-line issues such as password resets, account access, email problems, printing and software faults.
- **Triage and Escalation:** Gather the right information, set the correct priority, resolve issues and escalate what you cannot to a senior technician with clear notes on what you have already tried.
- **Hardware Setup:** Build and configure laptops and desktops for new starters, install software, and help with stock checks and the safe disposal of old kit.
- **User Onboarding and Offboarding:** Create and remove user accounts, assign licences, and set up mobile devices, following our documented procedures.
- **Remote Monitoring Tools:** Use our remote monitoring and management platform to connect to devices, run checks, and action routine alerts. Full training provided.
- **Documentation:** Keep ticket notes clear and complete, and add to our shared knowledge base when you learn how to fix something new.
- **Learning:** Shadow senior technicians, ask questions, and take on more complex work as your skills develop.

What We Are Looking For

Essential

- Working knowledge of Windows 11 and Microsoft 365 (Outlook, Teams, OneDrive, SharePoint).
- Basic understanding of how desktops, laptops, printers and networks fit together.
- Good telephone manner and written communication.
- Methodical approach to problems. You follow a process, note what you did, and ask for help rather than guess.
- Genuine interest in IT and a willingness to learn.

Desirable

- Some experience in an IT support, help desk or customer service role, paid or voluntary.

- A relevant qualification, such as an HNC/HND in Computing, CompTIA A+, Microsoft fundamentals (MS-900 or similar), or equivalent self-taught experience you can demonstrate.
- Experience supporting Android and iOS devices.
- Exposure to any remote monitoring, ticketing or documentation tools.
- A full UK driving licence or plans to get one.

Culture & Benefits

- **Training and Progression:** We pay for training courses and certifications, and we promote from within as the company grows.
- **Supportive Team:** A friendly, collaborative tech team with regular game nights. Nobody expects you to know everything on day one.
- **Modern Tooling:** We use current tools and are actively exploring where AI can enhance the support experience.
- **Growing Company:** Clients across the UK and a client base that keeps expanding, which means more variety and more opportunity.
- **Office Perks:** Free tea and coffee.
- **Holidays:** 28 days of holiday, plus your birthday off.

Application Process

Send your CV and a short cover letter telling us why you want to work in IT support to andy@corona-it.co.uk. If you are at the start of your career, tell us what you have taught yourself, built or fixed