The Company

Aurora Energy Research is a young, dynamic and fast-growing energy analytics company. We provide optimisation solutions and data-driven analytics on European and global energy markets that helps our clients navigate the global energy transformation.

Founded in 2013, Aurora is now a thriving, rapidly-growing company of over 90 staff with offices in Oxford, Berlin and Sydney. Demand for our services – spanning subscription research and consultancy – is immense, in the UK and abroad. We currently serve over 200 of Europe's most influential energy sector participants, and we expect to grow beyond 150 staff over the next 18 months.

IT Support Assistant, Oxford

The IT Support Assistant will be responsible for providing 1st & 2nd line support, IT administration and maintenance tasks. Reporting to the IT Manager, you will proactively assist the IT function to continuously improve the capabilities and processes, while adapting to an ever-changing and growing environment.

You should be able to work independently and be flexible to changing deadlines. The IT Support Assistant should be capable of dealing with people at all levels. Reliability and adaptability are vital for this role together with excellent interpersonal, organisational and communication skills.

We are looking for someone who has a high attention to detail and can hit the ground running. IT and problem-solving skills are vital and previous experience working within an IT or Operations Department would be an advantage.

This is a chance to gain experience within an organisation where individuals thrive on change and to work within an innovative and growing SME.

Key responsibilities:

- Record, prioritise, assign, and manage all requests made to the IT Service Desk
- Monitor and deploy Office 365 applications, software updates, and hardware upgrades
- Support and maintain Windows 10 and Windows Server 2012 & 2016 operating systems
- Monitor and maintain video conferencing equipment, VOIP systems, and network devices
- Support Aurora's IT function with ad-hoc tasks, including basic networking, infrastructure design, and training
- Supporting and developing seamless communication between our international offices
- Assisting with the implementation of the strategic vision for internal IT and having input on how visions are developed.

Key Attributes:

- A Level equivalent or above
- Be a self-motivated individual and a real team player with the empathy and drive to succeed and work autonomously when necessary
- Excellent time management, administration and organisational skills
- Flexible approach to work with a can-do attitude, with the want to deliver outstanding work on everything
- Willingness to proactively take on new tasks
- Ability to use initiative, forward think and work under pressure
- Ability to work to deadlines and manage conflicting priorities
- Adaptable, flexible and open to learning
- Excellent interpersonal skills with ability to build relationships at all levels
- Proven work experience within an IT or Operations department is desirable
- Understanding of the ITIL framework, awareness of GDPR and support based qualifications would be beneficial to the role
- A desire to progress within IT and develop technical skills

The successful candidate would start as soon as possible. We will review applications as they are received.

Salary will be commensurate with experience. To apply for this role please send a CV and brief cover letter to applications@auroraer.com. Please state your earliest possible start date.