

IT Support Technician

● **Location:** County Gates House, Poole

● **Holiday:** 25 days + bank holidays

● **Salary:** £26k-£30k

Depending on experience

● **Hours:** Full-time, Mon-Fri

09:00-17:30

This is an opportunity to become part of a close-knit, supportive IT team, playing a key role in keeping the business running smoothly day to day.

THE ROLE

You will be the first point of contact for internal users, helping colleagues across the organisation stay connected, productive, and supported, taking ownership of issues and escalating where necessary.

Your role will include a range of tasks, from setting up new starters to resolving technical issues. You will be trusted to take ownership, think proactively, and deliver a high standard of support across the business.

WHAT YOU'LL BE DOING

- ✓ Support on both hardware and software related queries from the business
- ✓ Identify, troubleshoot and resolve any hardware or software related issues
- ✓ Log and resolve any incidents
- ✓ Escalate any issues where necessary
- ✓ Set up new starters
- ✓ Support the wider team with any other duties
- ✓ Establish a good working relationship with other departments

WHAT WE ARE LOOKING FOR

- ✓ Self-motivated to learn and advance technical knowledge, with a keen interest in IT, AI and new technology
- ✓ Driven to resolve all types of incidents and problems
- ✓ Ability to work as part of a team to achieve incident and problem resolution
- ✓ Meticulous and methodical with a can do attitude
- ✓ Strong attention to detail
- ✓ Customer focused

ROLE SUMMARY

DEPARTMENT
IT

REPORTS TO
IT Manager

SALARY
£26k-£30k DOE

HOLIDAY
25 days + bank holidays

BENEFITS

- Private medical insurance
- Death in service

LOCATION
Floor 4, County Gates House

CONTRACT
Permanent, Full-time

Ready to apply?

Send your CV and a brief introduction to our team

careers@fhi.co.uk

IT Support Technician

DESIRABLE EXPERIENCE

- ✓ Microsoft Office 365
- ✓ Entra ID (Azure AD)
- ✓ SharePoint
- ✓ VOIP systems

Experience in insurance, financial services or a regulated environment is helpful, but not essential. Graduate applicants are welcome.

WHY FREEDOM HEALTH INSURANCE

At Freedom Health Insurance, we believe great service comes from people who feel supported and respected. We offer a professional yet friendly environment where collaboration is encouraged, ideas are welcomed, and long-term careers are built.

Built on service

We are a family-run business with a strong reputation for putting our members first. Service quality, integrity and care sit at the heart of everything we do.

Long-standing team

Many of our people have been with us for 10, 15, even 20 years, which reflects the inclusive, respectful and supportive environment we have built.

Value our people

This is not a high-pressure sales environment. We focus on doing the right thing, delivering consistently high levels of service, and looking after the people around us.

If you care about delivering quality and value, enjoy being part of a close-knit team, and want to contribute to a business that genuinely puts people first, we would love to hear from you.

To apply, please get in touch with us at: careers@fhi.co.uk