






Technology Services Analyst

 Location


PLYMOUTH

 Department

TECHNOLOGY

 Type

OFFICE BASED

 Salary

£25K – £30K

Contract: Full-time, 12-months Initially

Schedule: Mon–Fri, 9am–5:30pm

Posted on: 19th June, 2025

Application Deadline: 11th July, 2025

The Role

We're looking for an experienced and motivated individual to join our small and growing tech team at TRIO. This is an exciting opportunity to deliver outstanding IT support and tech services to our growing client base, including some of the most ambitious businesses across the UK and globally. This is a hands-on role, ideal for someone ready to step up and take ownership of service delivery, client relationships, and day-to-day support operations.

You'll work closely with our co-founders and clients, contributing directly to shaping how TRIO delivers technology with personality, clarity, and care.

Please note that this is a Plymouth-based role, and regular attendance at our office is expected. The position will also require occasional national and international travel, so a full UK driver's license is essential, as is being comfortable with working away from home when required.

The core working hours for this role are Monday to Friday, 9:00am–5:30pm, but there may occasionally be requirements to work outside of these hours to support client projects, events, or time-sensitive deployments. We'll always aim to give as much notice as possible and keep things balanced – any additional hours worked will always be given back to you.

While this position is initially being offered on a 12-month contract, we are actively growing as a business, and there is real potential for the role to develop into a longer-term opportunity for the right person.

Applications are open until the end of Friday, 11th July. We'll be holding interviews during the week commencing 14th July.

Key Responsibilities include (but are not limited to)

- Be the first point of contact for client technical issues and service requests
- Manage and resolve tickets via our helpdesk system (ConnectWise)
- Coordinate software licensing, backups, and third-party services
- Proactively manage monitoring and patching tools (e.g. RMM, AV)
- Contribute to improving internal systems and documentation
- Help scope and deliver small technical projects
- Support our hosted infrastructure (cloud and on-prem hybrid)
- Build, track, and deploy hardware for client teams and internal use
- Assist with onboarding and offboarding of clients and users
- Provision and manage user accounts in Microsoft 365 and Google Workspace environments
- Support occasional technical setup for live events, studio shoots or remote productions
- Maintain strong relationships with client teams delivering high customer satisfaction, with clear communication and outstanding 'personal touch' service

What We're Looking For (Essential)

- 3+ years of experience in a service desk or IT support role (ideally MSP or similar environment)
- Strong technical troubleshooting skills (Windows, macOS, networking, cloud services/admin tools)
- Experience using Helpdesk Ticketing and RMM Tools (e.g. ConnectWise, N-Central, etc.)
- Confident communicator who enjoys helping people of all technical abilities
- Comfortable juggling multiple tasks with good attention to detail
- A genuine interest in technology and a willingness to learn new tools
- Organised, self-motivated, and dependable
- Able to regularly attend our Plymouth office
- Comfortable with National and International Travel, and working away as required
- Full UK Driver's Licence

Desirable (but not essential)

- Microsoft certifications or willingness to work towards them
- Exposure to media production or creative industry workflows
- Experience supporting teams in high-pressure or time-sensitive environments

What We Offer

- Flexible working and people-first ethos
- Supportive and collaborative team environment
- Real opportunity to grow with the business

- 25 days holiday + bank holidays
- A say in how we grow and evolve our services
- Being part of a company where your work truly makes an impact
- Clear path for progression into more senior or specialist technical roles
- Choose your own laptop when you join

We're a small team doing big things – and this role is your chance to help shape the next chapter of TRIO's journey.

How to Apply

To apply, please email your CV and a brief introduction to: careers@trio.tech

We'd love to hear what excites you about the role and why you think TRIO could be the right next step for you.

Title and responsibilities may be adapted to suit the experience and goals of the right candidate.

About TRIO

At TRIO, we deliver innovative, scalable technology solutions for creative, production, and business teams who need things to just work – whether that's on a snow-covered mountain, a fast-paced studio floor, or a hybrid cloud environment.

We're not just another IT provider. TRIO was built to bridge the gap between creativity and technology because we understand the needs of content creators just as profoundly as we understand infrastructure, cloud, and systems integration.

With over 40 years of combined experience across broadcast, live events, post production, and enterprise IT, our team designs, builds, and supports systems that help clients work faster, smarter, and more reliably – anywhere in the world.

From bespoke remote editing workflows and robust cloud infrastructure to reliable on-site support and custom hardware deployment, we make complexity feel simple.

With TRIO HQ in Plymouth and a dedicated team in London, we support some of the world's most recognisable productions and businesses across the UK and internationally, always offering real people, real support, and real solutions.

Note to Employment Agencies

We truly value the trusted partnerships we've established with our preferred recruitment vendors. TRIO does not accept unsolicited CVs or candidate profiles from employment agencies. Any CVs sent directly to TRIO employees or hiring managers without a signed agreement in place for the role in question will be considered unsolicited, and no fees will be payable if the candidate is subsequently hired.

Equal Opportunities

TRIO is proud to be an equal opportunities employer. We welcome and encourage applications from all qualified individuals regardless of age, disability, gender, race, religion or belief, sexual orientation, or any other protected characteristic.