



Job Title:	Advanced IT Support Technician
Location:	Ratcher Way, Mansfield
Full Time/Part Time:	Full Time
Salary:	TBC
Date of Release:	Thursday 07 May 2026

Company Overview:

Established in 2015, the IDSL Group of companies has fast expanded to include three significant brands and currently enjoys a turnover of over £55m per annum.

One Group: Four Brands: Endless Possibilities

 Integrated Doorset Solutions Ltd (IDSL)	 Fire Door Inspection Solutions Ltd (FDISUK)	 Hartland Fire Holdings Ltd (HFHL)	 Fire Doors Rite Ltd (FDR)
<p>A leading manufacturer of performance doorsets, glazed screens and architectural ironmongery, producing high-quality frames, architrave and joinery. Integrated Doorsets blends craftsmanship with advanced manufacturing to deliver reliable, compliant products.</p>	<p>A service-focused specialist delivering fire-door inspections, maintenance, repairs, and replacements, ensuring ongoing compliance, safety, and trusted lifecycle performance across diverse sectors.</p>	<p>A specialist provider of fire-door inspections, maintenance, and compliance services for defence and public-sector environments, delivering assured safety, certified performance, and dependable long-term asset protection.</p>	<p>A specialist provider of fire-door inspections, maintenance, repairs and certified installations, supporting defence and commercial estates with rigorous compliance, trusted processes and fully traceable fire-safety assurance.</p>

The IDSL Group brings together specialist manufacturing and compliance businesses, Integrated Doorsets, FDISUK, Hartland Fire, and Fire Doors Rite, to deliver complete fire-door and passive-fire protection solutions. Through sustained investment, the Group operates three state-of-the-art manufacturing plants in the East Midlands, providing over 135,000 sq. ft of modern production space. These facilities feature advanced CNC machining, precision through-feed cutting, robotic surface coating, and the latest post-forming technology, enabling high-quality manufacture at scale with capacity exceeding 1,000 doorsets per week.

Integrated Doorsets supports major national and regional contractors across the UK and beyond, while FDISUK, Hartland Fire, and Fire Doors Rite deliver industry-leading inspection, maintenance, repair, installation, and compliance services across healthcare, education, residential, defence, and wider public-sector environments. Together they provide end-to-end lifecycle assurance backed by extensive fire-test evidence and trusted compliance processes.

The Group continues to grow responsibly, including the installation of over 2,300 solar panels as part of its PAS 2060-aligned carbon-reduction plan. Unified as a single-source provider of doorsets, ironmongery, and compliance services, our mission is simple: to deliver ultimate reliability through a culture of excellence.

Job Specification:

The IT Support Technician plays a key role in maintaining the stability, performance, and security of IT systems across the organisation. This position is responsible for delivering advanced technical support, resolving complex issues, and ensuring a high standard of service delivery to end users.

In addition to core support responsibilities, the role includes mentoring junior technicians, sharing technical knowledge, and supporting team development. The IT Support Technician also contributes to infrastructure projects, system enhancements, and continuous service improvement initiatives. The position requires a proactive, hands-on individual with strong diagnostic and problem-solving skills, excellent communication abilities, and a collaborative approach to working within a dynamic IT environment.

Key Responsibilities

1st–3rd Line Technical Support

- Manage and resolve escalated support tickets across all levels, diagnosing complex hardware, software, and network issues while providing technical guidance and mentorship to junior team members.

Infrastructure & Systems Management

- Maintain and support core IT systems, including Windows Server environments, Active Directory, Microsoft 365, and virtualisation platforms (e.g. Hyper-V), ensuring system reliability and performance.

Network Support

- Diagnose and resolve network-related issues, including TCP/IP, DNS, DHCP, VLANs, and firewall configurations, ensuring minimal disruption to business operations.

Bespoke Application Support

- Provide ongoing support, troubleshooting, and user assistance for internally developed business applications, including Excel-based tools (e.g. FTB) and Windows-based systems such as Production Tracker. Work closely with internal development teams and stakeholders to resolve issues, support enhancements, and ensure system availability and usability.

Project Involvement & Delivery

- Support the planning and execution of IT projects such as hardware rollouts, system migrations, software implementations, and asset register management.

Documentation & Reporting

- Maintain accurate and up-to-date documentation of incidents, resolutions, and system configurations. Contribute to SLA adherence, reporting, and continuous service improvement initiatives.

User Support & Training

- Provide end-user support and guidance, ensuring effective use of IT systems and promoting best practices across the organisation.

Policy Compliance & Governance

- Ensure all users adhere to company IT policies, security standards, and procedures, supporting overall compliance and risk management.

Operational Support & Continuous Improvement

- Work collaboratively with the IT team on non-support activities, including server patching, maintenance of unmanned devices, and continuous technical training and development.

Knowledge, Skills and Experience

- 5 years previous experience in a helpdesk environment is necessary.
- Planning, organising and good communication skills.
- Access to own vehicle.
- Willingness to learn.
- Understanding of SQL would be very beneficial.
- Adaptable to changing circumstances and demands.
- Good knowledge of Microsoft Office 365, especially Excel/VBA.
- Good Knowledge of Windows and Server operating system.
- Good problem-solving skills.
- Knowledge of infrastructure setups would be advantageous.

How to apply:

Email: recruitment@integrateddoorsets.com with a CV and optional Cover Letter

Closing Date: Friday, 29 May 2026

Integrated Doorset Solutions Limited is an equal opportunities employer and discrimination on the grounds of colour, sex, religion, race, ethnic origin, or sexual orientation is strictly forbidden.



Join our team and become part of an inclusive workplace that values and supports everyone. As a proud member of the Disability Confident scheme, we are committed to creating opportunities for talented individuals with disabilities. We strive to remove barriers and ensure all employees can achieve their full potential. Embrace this chance to contribute to a diverse and dynamic team that is dedicated to promoting equality and accessibility in the workplace.