

Technical Consultant – ServiceDesk

This position is the most senior technical role within the Service Desk team, responsible for escalation of incidents from the 2nd/3rd line engineers. This role will specifically focus on dealing with re-occurring incidents through problem management.

This role will also be responsible for reviewing and accepting work being handed over by the project team, including configuration, documentation and support process review.

The candidate must meet the following criteria:

- > Ideally has previously worked for a computer dealer/reseller
- > An extensive comprehensive understanding of IT and IT terminology including:
 - > Windows 2003/2008 server, including Small Business server,
 - > Active directory management,
 - > Exchange 2003/2007 and 2010 server,
 - > Citrix XenApp
 - > Most popular anti-virus products, i.e. McAfee, Symantec etc,
 - > An excellent understanding of firewalls, routers, switches etc,
 - > Backup solutions, i.e. Backup exec, Storage Craft
 - > Detailed knowledge and understanding of VMWare, Server/Hypervisor

Required Skills:

- > Possess a willingness to learn and co-operate as part of a team
- > Have confidence working in a busy often hectic environment
- > Excellent telephone manner is required along with friendly customer service skills
- > Attention to detail
- > A logical approach to problem solving coupled with common sense
- > Good communication, literacy and organisational skills
- > Punctuality, staff must be ready to work by their start time and willing to be flexible with their working arrangements,
- > Ideally live within a 25-mile radius of the office,
- > Be able to work a variable shift of 8:30am to 5:00pm, 9:00am to 5:30pm or 9:30am to 6:00pm.

Field Installation IT Technician

This position is responsible for the installation of new workstations, printers, firewalls etc, assisting our team of Technical Services Consultants in the implementation of server projects or on-site break/fix support. This is mainly an external role requiring a large amount of driving or commuting around the South of England and to London by train.

The candidate must meet the following criteria:

- > Previously worked for a computer dealer/reseller,
- > Hands-on, practical experience supporting, installing and configuring Windows networks, comprising Windows 2000/2003/2008 Server, Exchange & Small Business Servers (SBS) along with the associated technologies,
- > A sound understanding of TCP/IP, WAN & VPN connectivity along with practical experience, ideally with experience of SonicWall and Draytek firewalls,
- > Extensive experience with Windows XP and 7, installing, configuring and administering including connecting to a Microsoft Windows Network/Domain,
- > Experience with Wireless Technologies including mobile communication devices,
- > A good understanding of Outlook & MS Office is essential,
- > Possess a willingness to learn and co-operate as part of a team, although a large part of the time the role will require the ability to work confidently on your own,
- > Have confidence working in a busy often hectic environment,
- > Excellent telephone manner is required along with friendly customer service skills ,
- > Attention to detail,
- > A logical approach to problem solving coupled with common sense,
- > Good communication, literacy and organisational skills,
- > Punctuality, staff must be ready to work by their start time and willing to be flexible with their working arrangements,
- > Possess a full, clean UK driving licence,
- > Ideally live within a 25-mile radius of the office, although there may be some home working.

1st Line Helpdesk Technician – ServiceDesk

We are a well-established IT and Technology company with offices in Shoreham-by-sea, West Sussex and London.

This position is the first point of contact for our Technical Services department and is an office based role.

The candidate must meet the following criteria:

- Ideally has previously worked for a computer dealer/reseller
- A sound, basic understanding of IT and IT terminology, including all windows server and workstation products
- Possess a willingness to learn and co-operate as part of a team
- Have confidence working in a busy often hectic environment
- Excellent telephone manner is required along with friendly customer service skills
- Attention to detail
- A logical approach to problem solving coupled with common sense,
- Good communication, literacy and organisational skills,
- Punctuality, staff must be ready to work by their start time and willing to be flexible with their working arrangements,
- Ideally live within a 25-mile radius of the office,
- Be able to work a variable shift of either 8:00am to 5:00pm or 9:00am to 6:00pm (40 hour week).

Responsibilities will include:

- Answering telephone, analysing and dealing with basic incidents
- Logging all incidents via an automated ticketing system
- Allocating incidents to technicians