

IT Support Technician

iTeam specialise in offering high quality professional IT support and services to small companies and organisations. Due to continued growth iTeam are looking for a new IT Support Technician to join this fast growing, quality driven company. Your experience will include desktop/server operating systems and applications, networking and communications (LAN / WAN, ADSL etc.) and excellent communication skills. Full driving licence essential.

Salary

- 14-16K pa dependent on experience.

Qualifications

- Educated to 'A' level standard.
- MCP/MCDST an advantage.

Work Experience

- Previous customer service experience.
- Previous experience supporting IT applications and/or communications technologies.
- Front line telephone support to external customers.
- Field engineering support.

Skills and Abilities

- Good knowledge of desktop operating systems.
- Good verbal communication skills.
- Good listening skills.
- Good written communication skills.
- Able to communicate technical instructions to all levels.
- Good knowledge of server operating systems.
- Good knowledge of Internet based communication technologies.
- Highly customer focused.
- Good organisational skills.
- Ability to multi-task.

Personal Qualities

- The ability to remain calm and friendly under pressure.
- Logical approach to problem solving.

Tasks

- Answering incoming telephone calls to support in line with current procedures.
- Logging of new incidents into the helpdesk database ready for allocation to a technician.
- Updating customers with existing incidents when required.
- Making an initial diagnosis of faults from information provided by the customer.
- Provide advice and/or initial fix for faults where possible.
- Provide onsite installation and support services to clients.
- Recognising possible sales opportunities during the course of your work.