

IT Implementation Engineer – Field and Office/Home Based

iTeam Solutions Ltd specialise in offering high quality professional IT support and services to small and mid-sized companies.

You will need at least 3 years' experience of supporting desktop and server operating systems and applications, networking and communications LAN, WAN, ADSL etc. and you'll need excellent communication skills.

We're looking for experience in supporting SMBs with Microsoft Small Business Server and latterly Server Essentials and Office365.

Your duties will include a combination of IT helpdesk duties and installation, configuration and support at our clients' sites of hardware and software and the management of installation projects for our clients. From the simplest printer installation to the trickiest server replacements, we believe a project should be planned properly to ensure it is always done correctly and our clients' expectations are met or exceeded.

You'll work closely with the technical and managing directors at iTeam as well as the other members of the friendly and experienced team. A full driving licence is essential as a company car is provided.

After the initial introductory period you will be visiting our clients' premises, mostly in the Bristol and Bath area but with some further afield on a regular basis, together with working in our offices by the river at Saltford and from home.

Please note that successful applicants would be subject to a CRB check.

Salary

- To be discussed
- VW Golf Company Car provided

Work Experience

- A minimum of 3 years' experience supporting IT applications and/or communications technologies.
- Front line telephone support to external customers in the SMB support industry
- Field engineering support an advantage, but this position would be ideal for a helpdesk-based technician looking to broaden their horizon.

Skills and Abilities

- Knowledge of desktop and server operating systems.
- Knowledge of small business IT systems and software.
- Good listening skills.
- Good written communication skills.
- Able to communicate technical instructions to all levels.
- Good knowledge of Internet based communication technologies.
- Highly customer focused.
- Ability to multi-task.

Qualifications

- Educated to at least 'A' level standard.
- MCP or other MS certification an advantage.

Personal Qualities

- Good organisational skills.
- The ability to remain calm and friendly under pressure.
- Logical approach to problem solving.
- The ability to work as both a team leader and team member.

Tasks

- Providing onsite installation and support services to clients.
- 1st and 2nd line helpdesk support and support to full-time helpdesk staff.
- Remotely monitoring and managing our clients' systems using appropriate tools.
- Checking and monitoring our clients' systems for cyber security purposes.
- Drawing up plans for and arranging installation projects
- Pre-installation preparation for PC/Server/Comms/Office 365 projects.
- Liaison with clients during projects.
- Routine site visits to client site for checks and maintenance.