

JOB DESCRIPTION



Job Title:	Networking and ICT Support Engineer
Responsible to:	Technical Director
Job Purpose:	To provide Networking and ICT support, installation and training to the company users and its clients using an in-depth knowledge of Microsoft software products and PC and server hardware design.
Principal Responsibilities:	<p>Provide technical support and advice to all internal and external clients in the use of PC systems to ensure appropriate skills are available to enable clients to make effective use of PC facilities.</p> <p>Quickly and effectively resolve issues relating to PC or software problems either in the office or on client site.</p> <p>Configure new servers, PCs and laptops with appropriate software and install on client networks, setting up user access rights on the server and providing email and internet access, as dictated by the client.</p> <p>Undertake preventative maintenance checks on client servers to ensure full functionality, reporting on any updates/amendments undertaken and developments that are imminent.</p> <p>Update internal database with client assets and upgrades, listing full specifications, makes, models, warranty length, S/N, order numbers, etc.</p> <p>Log warranty calls with 3rd party maintenance company to order parts and complete report forms and arrange return of faulty parts with office staff.</p> <p>Develop and update all IT related Working Instructions.</p> <p>Maintain and manage stock levels and arrange the order of new stock, with company Administrator, as and when required. Undertake stock checks that are undertaken mid-December and mid-June.</p> <p>Any other duties that may be allocated from time to time.</p>