JOB DESCRIPTION

Job Title: Networking and ICT Support Engineer

Responsible to: Technical Director

Job Purpose: To provide 1st and 2nd line, and in some cases, 3rd line 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. This support will be provided in a mix of remote access and onsite provision.

Principal Responsibilities:

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.

Quickly and effectively use methodical diagnostic skills to resolve issues relating to infrastructure, server and/or PC hardware and software problems either in the office or on client site.

Build and 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.

Undertake preventative maintenance checks on client servers to ensure full functionality, reporting on any updates/amendments undertaken and developments that are imminent.

Proactively deal with customer issues logged into the Company's helpdesk system, liaising with customers and colleagues to resolve issues.

Update internal database with client assets and upgrades, listing full specifications, makes, models, warranty length, S/N, order numbers, etc.

Resolve broadband and/or telephony issues running line tests, speeds tests and methodically diagnosing problems to achieve a speedy resolution.

Log warranty calls with 3rd party maintenance company to order parts and complete report forms and arrange return of faulty parts with office staff.

Update central information system with all client contact and fault call updates so that all staff are fully aware of most recent information, call references and contact details for both 3rd party and client contacts.

Develop and update all IT related Working Instructions.

Maintain and manage stock levels and arrange the order of new stock, with company Administrator, as and when required. Assist in annual stock checks that are undertaken mid-June.

Any other duties that may be allocated from time to time.