IT Technician

* Penryn, Cornwall
* £16,500 to £24,000

The IT Technician role is to provide help desk support to their businesses and education clients. The position provides exposure to a broad range of IT hardware, software and cloud services. The main focus is to provide their clients with a high level of service and support and ensure they are kept informed of the status of outstanding support tickets.

The support team provide remote assistance and first fix where possible along with network administration and occasional scheduled project work. The role requires that you continually advance your skills and keep abreast of the latest technology, to follow Microsoft’s training syllabus and pass relevant exams which are paid for by the company.

Key Roles & Responsibilities:

* Technical support and administration; fixing support queries via phone, over the internet and onsite.
* Support and administration of the following core areas:
* Windows desktop operating systems
* Mobile devices and tablets
* Active Directory administration
* Internet connectivity
* Anti-virus and anti-spyware
* Email administration
* Microsoft Office Applications
* Network hardware and PC peripherals
* To take ownership of customer problems and deal with them promptly and courteously
* Frequent communication with customers with regard to current support tickets
* Continually update technical knowledge on products as required
* Follow help desk procedures and ensure your assigned support tickets are kept up-to-date with accurate information and relevant time entries
* To work with and assist fellow technicians and contribute to building a team environment

Professional Qualities:

* Good customer communication skills and telephone manner
* Generates enthusiasm among team members
* Proactively seeks opportunities to build on existing skills
* Facilitates effective team interaction
* Acknowledges and appreciates each team member’s contributions
* Communicates effectively with customers to identify needs and evaluate alternative business solutions in accordance with organisation objectives
* Continually seeks opportunities to increase customer satisfaction and deepen customer relationships
* Manages customer expectations effectively
* Mentor those with less experience through formal and informal channels
* Seek and participates in development opportunities above and beyond training required by the company
* Suggest areas for improvement in internal processes along with possible solutions

Skills / Attributes Required

* Previous Helpdesk telephone support or customer facing experience
* Excellent telephone manner
* Strong working knowledge of Microsoft desktop operating systems
* Experience with Microsoft Exchange and Office 365 (desirable)
* Understanding of TCP/IP
* Good understanding of PC hardware set-up and configuration
* MCP certification or above (desirable)
* Proactive approach and a willingness to learn