**Job Title:** Junior Support Engineer

**Job Description**

To provide technical support for the deployment and maintenance of computer systems.

**Reporting to**

The successful applicant will report to the Director.

**Duties**

The engineer will be required to support end users to resolve computer issues that they may have. This includes hardware, software and network issues. Liase with senior engineer as required.

Building, testing, delivering and deploying computers on-site is major part of this post. This includes setting up email, printers, mapped drives and any software required by the end user. Occasionally installation of CAT5 cabling may be required.

Orders and support requests are taken by email, telephone and in person, so the post holder will need good communication skill and a methodical, accurate attitude to work.

Safely use workshop equipment to repair customer computers, and preserve customer data at all times.

Such other comparable duties as may be required by the Director

**Technical**

Good working knowledge of MS Windows XP and Vista, including installation and basic repair.
Good working knowledge of MS Office 2003 and 2007 (including installation)
Basic hardware faultfinding on workstations
Be able to configure basic routers (as used in home systems)
Be willing to undertake training as required for all Microsoft systems.
Some understanding of viruses, trojans and malware
Some understanding of wired and wireless networking.
Able to successfully undertake training and learning to become proficient in all

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aspects of being a computer services engineer, and in time to be solely responsible for larger installations.

## Qualifications

Formal qualifications are not as important as a natural interest and learning ability.

However, as the successful application will need to complete paperwork and perform technical roles the following formal qualifications (or demonstrable ability) will be an advantage:

GSCE English Language
GSCE Mathematics
GSCE in additional science subject

Further education qualification in a Computer-related subject.

## Personal

Must be punctual, presentable, prepared to learn. Be able to deal with customers (sometimes under pressure - customer and/or engineer!). Full driving licence, prepared to drive within 25 mile radius, and use public transport.

Must be physically capable of carrying toolkit, and moving equipment (monitors, UPSs etc.).

Must be self-motivated, with a personal interest in IT, and the willingness to learn.

Must have good manual dexterity.

This post will provide the successful applicant with the opportunity to join a successful, growing company. This may require occasional overtime work, and to be willing to work as part of a team and assist with all tasks required to run a company.