



## **5c Services job pack for Industrial year students placement**

### **History & background.**

Powys based 5C Services Ltd has a proven track record of delivering high quality IT support to clients throughout Mid Wales and UK. Established in 2004 we now have a team of 8 which we are looking at expanding further.

We provide support to clients across Wales from our main office in Builth Wells and our second base in Welshpool. We are very proud of our team and appreciate they are bedrock of our business.

This family run business is filled with passion and drive, where the precedence has always been to help and improve the staffs ability and knowledge. We pride ourselves on our enthusiasm and always strive to remain one of the best providers of professional IT support in Powys and beyond.

Servicing mainly small & medium sized business in Powys and its borders we now have over 150 businesses on our books. We help clients with a wide range of IT support from simple computer installations, through to complex network and server installation, disaster recovery, VOIP telephone installations and much, much more. We offer great flexibility and our IT support packages are tailored to each customer needs.

We are an equal opportunity employer and recognise and value the diversity of our staff and consider that the business benefits as a result of our diverse staff base.



## **JOB DESCRIPTION**

Position Title;	Technical engineer
Location;	Builth Wells, Powys
Hours;	Full time position
Wage;	£15,000 per year
Duration;	1 year placement

### **Description;**

To provide 1<sup>st</sup> line technical support to clients across England and Wales. Although our office is based in Builth Wells where you are expected to work your duties may include visiting clients throughout Wales to provide technical support and system administration for equipment, provide telephone and remote support, installations and troubleshooting. You will gain experience working technically with IT hardware and software.

You you will be required to provide IT Support (on site and remotely), installation of business solutions with Microsoft and other products. You will liaise with second line support personnel and perform other related tasks in line with business needs.

### **Main scope of the role;**

- Installing, supporting and maintaining new hardware and software
- Managing email, anti-spam and virus protection
- Basic user management on servers (such as setting up new users)
- Suggesting potential recommendations to level 2/sales staff
- Ensuring that all IT equipment complies with industry standards
- Analyzing and resolving faults , escalating when required
- Undertaking routine preventative measures and implementing, maintaining and monitoring network security
- Providing technical support for users with varying levels of IT knowledge and competence
- Working closely with other departments/organizations and collaborating with other IT staff
- Willingness to undertake weekend/ project work when required
- Managing implemented backup procedures and resolving any faults and errors
- Manage and maintain network peripherals such as printers, scanners...etc.



- Talking staff/clients through a series of actions, either face to face or over the telephone
- Research, Testing and evaluating new technology
- Responding to support calls within the agreed time limit
- Supporting the implementation of new applications
- Talking to Vendors in regards to technical support
- Logging and maintaining ticket life-cycle

### **PERSON REQUIREMENTS**

#### ***You will need to demonstrate some experience/knowledge of the following:***

- Providing IT support for on-site and/or telephone support,
- Supporting users on both Hardware and Software Applications,
- Basic Network Troubleshooting - TCP/IP and general WAN/LAN, VPN troubleshooting
- Desktop / Laptop / Software deployment,
- Basic server maintenance
- Understanding Firewall & security setup methods
- Knowledge and understanding of confidentiality
- Knowledge of Microsoft Windows 2003 & 2008, XP, Vista , 7 & 8, 10, 2012
- Microsoft Office Suites
- Understanding of servers and their roles

#### ***Skills and personal Qualities that we are looking for:***

Ideal candidates will be up for a challenge and be enthusiastic good team player that is flexible, honest and reliable. You will also need to demonstrate;

- Good interpersonal, negotiating and communication skills, both orally and in writing
- Organisational and time management skills
- Work well under pressure
- Able to gather and sort data, and keep accurate records
- Perform in friendly, professional and punctual manner
- Able to manage own work and take ownership
- Delegate jobs when required
- Help colleagues when required



***Other Requirements that are essential for this post:***

- Committed to excellent customer service
- A current full driving licence
- Willingness to travel on a regular basis to meet customers
- The ability to speak and write in Welsh would be an advantage, but this should not discourage non-Welsh speakers from applying
- Willingness to work outside normal office hours.
- Willingness to increase your knowledge base of IT through home-studying/Higher Education courses.

You can download an application pack from our website: [www.5cservices.co.uk](http://www.5cservices.co.uk) and send it to Katarina Cook by e-mail at [katarinac@5cservices.co.uk](mailto:katarinac@5cservices.co.uk) or by post to our Builth Wells office address. If you have any questions please phone; 01982 552 239 and ask for Kat or Mike Cook. Please note CV's will not be accepted. Closing date for application is Sunday 11<sup>th</sup> of June 2017