



## **1<sup>st</sup> Line Engineer**

### **Role summary;**

This is a fantastic opportunity for an individual at the beginning of their career looking to take the next step and progress with a rapid growing company.

Our 1<sup>st</sup> line engineers are responsible for providing technical support to our customers remotely as well as on sites across England and Wales. Your duties will include troubleshooting issues, installation of business solutions with Microsoft and other products, resolving support queries and identifying the root cause of an issue to deliver a solution.

This role requires highly motivated, focused and ambitious individuals in this fast paced and demanding environment who is technical minded wishing to utilize and grow their skills and knowledge.

You will be part of a team of our engineers who are passionate about IT and have a great mix of skills and experiences that they want to share with you. To be successful you will have a passion for IT and good troubleshooting and problem-solving skills with a strong focused on high quality standards and excellent attention to detail.

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

- To provide a professional first line support and advise to customers
- You will need to manage your own ticket queue and monitor incidents to resolution in line with our processes and best practices
- Ensuring customer calls are managed efficiently and are dealt with professionally and competently and that they are recorded on the system and resolved within agreed SLA's
- Ensure that if required calls are escalated and communicated accurately and within the appropriate time frame.
- Manage client's expectations effectively and ensure the highest service levels are maintained at all times
- Troubleshooting and diagnosing IT Hardware and software faults
- Installing, supporting and maintaining new hardware and software
- Undertaking routine preventative measures and implementing, maintaining and monitoring network security
- Working closely with other departments/organizations and collaborating with other IT staff
- Managing implemented backup procedures and resolving any faults and errors
- Research, Testing and evaluating new technology



## REQUIREMENTS

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;

- Basic Active Directory and Exchange management experience
- MS Office 2010 - 2016 troubleshooting experience
- MS Windows 7 - 10 experience
- Office365 experience
- Basic Mac OS experience would be advantageous
- Basic knowledge of networking protocols (DNS, DHCP)
- Good knowledge of IT hardware/software and excellent PC skills
- Excellent verbal and written communication
- Previous experience working on a Help Desk or Service Desk would be advantage
- Ability and willingness to share knowledge across the team to aid learning and proficiency
- Ability to quickly and efficiently identify IT systems issues / outages and escalate where required to ensure SLA targets are met
- Effectively manage own time and workloads
- Ability to maintain professional manner under stress
- Capable of being highly responsive were required and have a strong sense of urgency and a commitment to follow through
- Ability to build and maintain effective and productive working relationships with both colleagues, clients and third parties
- Flexibility and willingness to work outside normal office hours
- Knowledge and understanding of confidentiality
- A current full driving licence
- Willingness to travel on a regular basis to meet customers
- Willingness to increase your knowledge base of IT through home-studying/Higher Education courses.

So if you think you have what it takes to be part of 5c Services team we would love to hear from you. To apply for this position please fill in the application form together with the cover letter stating which job you are applying for and any other relevant information not covered in application form to; Katarina Cook by e-mail at [recruitment@5cservices.co.uk](mailto:recruitment@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. Start date for this position will be around Sep 2019.