Expert IT

Senior Support Specialist – Job Description

Location: Potters Bar, EN6 with regular travel to client sites in and around London as required. Office hours are 8.45am – 5.15pm

Reporting to: Head of Support

Contract: Permanent – Full Time

Salary: Up to 32k depending on experience

Holidays: 20 days plus statutory

Expert IT is an expanding family-run business who specialise in IT support for small businesses and residential customers. We are looking for an experienced engineer with outstanding customer service, communication and interpersonal skills, who can be the 'friendly & knowledgeable face of IT', providing day-to-day software, hardware and telephony support to our customers.

Job Purpose:
Receiving, prioritising, documenting, and actively resolving requests from our clients in a timely manner.

A large proportion of this job requires talking to clients on the telephone working in a busy (sometimes high pressure) helpdesk environment. You should have an excellent telephone manner.

Overseeing and reviewing aspects of clients IT infrastructure (including servers, switches, storage, security, software applications, external hosting, remote offices and backups).

Key Responsibilities:
In this exciting and varied role you will be expected to:
- Manage effectively the resolution of support issues that are reported to us in an efficient manner
- Act as a technical authority, providing expertise to both team members and clients
- Ensure that we surpass our customer’s expectations
- Communicate clearly to all stakeholders

Typical work activities include:
- Logging incoming customer communication, taking ownership of, and working on support queries
- Manage effectively the resolution of support issues that are reported to the team
- Keep customers informed in a professional manner ensuring accuracy of detail
- Troubleshooting problems and providing advice on the appropriate action
- Accurately record time activity and all customer communications in line with procedures
- Installing, supporting and providing routine maintenance to hardware and software
- Analysing and resolving faults ranging from a major system crash to a forgotten password
- Ensure that documentation and job notes are kept up-to-date and accurate
- Other duties as and when required by the management
Personal skills required:
- Excellent attitude, great phone etiquette.
- Have proven technical, problem solving and troubleshooting ability.
- Excellent written and verbal communication and people skills.
- Strong relationship-building skills and customer-service orientated.
- Ability to handle multiple requests/projects simultaneously and prioritise.
- Provide motivation, training and technical support to team members with varying levels of IT knowledge.
- Ability to demonstrate clear & confident communication skills both written and verbal.
- Ability to deal with problems and technical issues in a friendly, calm and reassuring manner.
- Excellent problem solving ability. A proactive thinker who encompasses the ‘bigger picture’.
- Passion for IT and technology, and a drive to help customers take advantage of new solutions.
- An enthusiastic, thorough and methodical approach to problem solving.
- Self-motivated, with initiative and a ‘can do’ attitude.
- Ability to learn new skills quickly – for example, supporting new applications.
- Tenacity and dedication to pursue an issue from beginning to end.
- Clean driving licence.
- Willing to work outside normal office hours from time-to-time when required.

Technical skills required:
- Previous experience in IT support – min 5 years, 3 of which in a senior role, ideally at an MSP.
- Ability to produce clear, concise and accurate documentation and job notes.
- Windows 8, 7 and XP to advanced level.
- Strong understanding and working knowledge of Active Directory, exchange mailbox administration, group policies, domain controllers.
- Good knowledge of Routers, Firewalls, Switches, VPN devices and wireless and other networking technologies, including TCP/IP, DNS & DHCP.
- Good understanding of AV technologies and experience of their administration.
- Strong understanding of backups and restoration methods.
- Strong understanding of NTFS and share permissions on previous & current Windows Server environments.
- The ability to articulate at a technical level appropriate to the circumstances – e.g. for clients with varying levels of IT knowledge & competence.
- Natural interest in IT with a desire to stay abreast of new technologies.

Desirable attributes:
- Document and evaluate existing processes with a view to improving efficiency.
- Skills to deal with difficult or demanding clients.
- Knowledge of Apple computer systems and software
- VMWare design, installation and administration

All employees are expected to display behaviours reflective of our Company values:
Friendly, Commitment, Accountable, Quality, Trust, Ethical & Integrity