

Expert IT

IT Support Technician – 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:	18k to 22k depending on experience
Holidays:	20 days plus statutory

Expert IT is an established, expanding family-run business who specialise in IT support for small businesses and residential customers. Our philosophy is simple - to give the highest quality service with excellent customer care. Our ongoing commitment and dedication has made us highly successful and well respected in the IT support market. With your help we hope we can continue our growth.

With that in mind, we are looking for ambitious support staff to work on our help desk with exposure to some of Expert IT's technical geniuses!

Job Purpose:

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

Responsible for the smooth running of computer systems and ensuring clients get maximum benefits from them.

Visiting client sites to resolve issues that cannot be solved over the phone.

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.

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.
- Ensure that we surpass our customer's expectations, communicating clearly to all stakeholders.
- Checking deliveries on arrival into the office.

Typical work activities include:

- Front line first point of contact for support enquiries by phone and email.
- Logging incoming customer communication, taking ownership of, and working pro-actively on support queries as part of the support team.
- Installing, configuring and supporting computer hardware, operating systems and applications.
- Coordinating tests and troubleshooting with customers to resolve technical faults, and where necessary providing training and advice.
- Keep customers informed in a professional, yet friendly manner ensuring accuracy of detail.

- Liaising with external suppliers and partners to resolve technical faults and repairs of equipment.
- Accurately record time activity and customer communications using the helpdesk software.
- Ensure that documentation and job notes are kept up-to-date and accurate.
- Providing maintenance to ensure good performance of systems.
- Other duties as and when required by the management.

Personal skills required:

- Excellent attitude, great phone etiquette and personality.
- Ability to rapidly establish a good working relationship with customers and other professionals.
- 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.
- Passion for IT and technology with an enthusiastic, thorough and methodical approach to problem solving.
- Tenacity and dedication to pursue an issue from beginning to end, with the initiative and reliability to work unsupervised on many occasions.
- Self-motivated with an ability to multi-task, prioritise and escalate accordingly.
- 'Hands on' approach and a willingness to learn.

Technical skills required:

- Previous experience in IT support – at least one year, in a role providing services to external small business customers on the phone.
- Ability to produce clear, concise and accurate documentation and job notes.
- Troubleshooting experience with Microsoft Windows and Office.
- Understanding of PC hardware set-up and configuration with experience of file and printer sharing.
- 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:

- Skills to deal with difficult or demanding clients.
- Basic knowledge of routers, firewalls, switches, wireless and other networking technologies.
- Clean driving licence and transport.

All employees are expected to display behaviours reflective of our Company values:

Friendly, Commitment, Accountable, Quality, Trust, Ethical & Integrity