

<b>Job Title:</b>	Technical Support Consultant ( 1 <sup>st</sup> /2 <sup>nd</sup> Line)	<b>Job Category:</b>	Technical
<b>Department/Group:</b>	Technical Support	<b>Job Code/ Req#:</b>	N/A
<b>Location:</b>	Huddersfield	<b>Travel Required:</b>	Possible
<b>Level/Salary Range:</b>	TBC	<b>Position Type:</b>	Full-time
<b>HR Contact:</b>	Wayne Cockerill	<b>Date posted:</b>	03/05/2019
<b>Reporting to:</b>	Jamie Robson	<b>Posting Expires:</b>	N/A
<b>Job Description</b>			
<p>On a day to day basis, you will be involved in the investigation and resolution of customer and internal support requests. In doing this, you will be responsible for providing a high quality level of service to both internal and external customers alike and be able to identify and solve issues alongside the existing Technical Services team, who themselves specialise in the support &amp; maintenance of our clients.</p> <p>You must have excellent communication skills and you'll ideally be an all-rounder who is comfortable doing 1<sup>st</sup> And 2<sup>nd</sup> Line support including the following:</p> <p><b>Role and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Experience in supporting Microsoft Desktop Operating Systems and application software.</li> <li>• Excellent system administration</li> <li>• Experience with RMM and CRM systems</li> <li>• Hands-on experience with equipment - laptops, desktop and peripherals</li> <li>• The ability to work on own initiative and to tight deadlines</li> <li>• Monitoring and maintaining computer systems and networks</li> <li>• Help clients to set up systems or resolve issues</li> <li>• Remotely accessing computer systems to resolve issues or set up user accounts</li> <li>• Troubleshooting system and network problems and diagnosing and solving hardware or software fault</li> <li>• Providing support, including procedural documentation and relevant reporting</li> <li>• Setting up new users' accounts and profiles and dealing with password issues</li> <li>• Escalate any complex problems to 3rd line, engineers if appropriate</li> <li>• Managing and Prioritising own workloads</li> <li>• Rapidly establishing a good working relationship with customers and other professionals</li> <li>• Monitoring systems to ensure their smooth running, investigating issues displayed on RMM Platforms</li> <li>• Ensuring all monitored backups have completed successfully, investigating any issues</li> <li>• Accurate record keeping of all interaction with clients, updating database records as required</li> <li>• Maintaining client confidentiality and security at all times</li> <li>• Ensuring all monitored clients AV stays current and up to date</li> <li>• Malware and virus removal as required</li> <li>• All other support duties that are commensurate with the role or at the request of the Management team</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• MTA:- Windows Operating systems Fundamental, Networking Fundamentals, Server Administration Fundamental</li> <li>• CompTIA:- IT Fundamentals +, A +, Server +</li> <li>• MCSA:- Desktop Operating system</li> </ul>			
<b>Reviewed By:</b>	Jamie Robson	<b>Date:</b>	02/05/2019
<b>Approved By:</b>	Vicki Smith	<b>Date:</b>	03/05/2019
<b>Last Updated By:</b>	Jamie Robson	<b>Date/Time:</b>	02/05/2019