

**Date:** January 2019

**Ref:** 1st line Technical support/Network engineer

**Role:** Provide technical support to commercial contract customers within an IT Technical Support Department.

Essential requirements:

Team player  
Able to learn and work as part of a team  
Excellent communication skills  
Must be presentable, confident & articulate

Must have 2 years experience of the majority of the following:

- Excellent written and verbal communication skills at all levels to both technical and non technical audiences
- Excellent analytical and problem solving skills, with a strong attention to detail even when working under pressure
- Knowledge of Microsoft OS up to Windows Server 2016 and Windows 10, including Active Directory, DNS, TCP/IP, DHCP and all associated tools & protocols.
- Apple OS X
- Implementation and support of Microsoft Exchange systems (local and Office 365)
- Network switching and WiFi implementation
- Server and workstation hardware builds, fault diagnosis and problem resolution
- Wide range of backup solutions, including local and remote, as well as imaging technologies
- Wide range of antivirus solutions including Eset and anti spam
- Virtualisation technologies
- High availability builds both physical clustering and virtual (VMware HA)
- Storage technologies and solutions for both DR and backups
- SQL server and SQL database administration
- Router & firewall technologies and configuration
- All common desktop software including Microsoft Office

The job offers the opportunity to grow within a small expanding company, lots of potential, working with clients on a day to day basis via email/phone and remote software. Regular visits to client offices, and a confident team player is required with high standard of organisational skills. Must be flexible, reliable and able to manage task list effectively and prioritise jobs within tight deadlines. Practical abilities required to diagnose hardware problems. Microsoft certified exams available for career progression are provided.

Essential own car and clean driving license.

Salary in the range of £19k - £24k, depending on experience. Job based in Barnstaple, North Devon. Must live within the North Devon area. Please attach a covering letter outlining why you would be suitable for the role.

Contact by email ONLY:

Mike Matthews

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