



Job Title – ICT Infrastructure Technician

Location – Based in Kilmarnock but covering the whole of Scotland

Job Type - Full-time

Salary – £17,000 - £25,000

Job Summary

Technical Engineer for the company's family of software products. Candidate will possess a good technical knowledge of installing and supporting varied types of software. Candidate will be experienced in providing excellent customer service and problem escalation/resolution.

Key Responsibilities

- Providing customer focused 1st, 2nd and 3rd line IT support
- Resolving customer issues within pre-defined service level agreements
- Liaising with Field / Service Desk Engineers to co-ordinate visits
- Working on their own
- Using remote support for support purposes
- Liaising with third party suppliers.

Required Skills

- Strong understanding of general IT Support including using various methods of remote support
- Good technical and analytical skills
- Experience with Microsoft server products, Remote desktop services, Office 365, Dealing with third party software and VMWare and Hyper V Knowledge is essential.
- Must have good networking experience – preferably with WAN / LAN Based products managing Routers, Switches, VLANs and Wireless technologies
- Solid experience in problem analysis and resolution of software problems
- Proven ability to function in a self-directed environment
- Must excel in a fast-paced, agile environment where critical thinking and strong problem-solving skills are required for success
- Innovative thinker who is positive, proactive and readily embraces change
- Ability to handle clients professionally during all interfaces
- Strong written and verbal communication skills
- Must be able to provide root cause analysis
- Successful candidate will require a PVG/Disclosure Scotland check.
- Experience with SQL / MySQL Databases including creating and running queries.



Qualifications & Experience

- HND or above in ITC related environment (preferred) or equivalent and must hold current and pertinent Microsoft Certification.
- 3 + years' experience is essential with a qualification in an ICT related area along with an understanding of Microsoft based network environments.
- This position would preferably be in a similar type business to Microtech Group providing 1st, 2nd and 3rd Line IT Support to SMEs, Public Sector and Enterprise environments.

Travel

Successful candidate must be happy travelling long distances with overnight stays where required. The role is office and field based and can cover anywhere in Scotland.

Work Status

Full time 37.5 hours per week (Based on a 7.5 hour working day).

Reporting Line

Reports to the Service Desk Manager

Please send completed applications or CV's to vacancies@microtech-group.co.uk

