



Job Title – IT Field Service Engineer

Location – London

Job Type - Full-time

Key Responsibilities

- Providing Hardware support for a range of devices, Desktops, laptops, Tablets and Printers.
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- Providing Software support across a range systems Windows, OS, Android OS, MS Office packages.
- Providing Deployment support for the role out and installation of device's
- Resolving customer issues within pre-defined service level agreements
- Liaising with the Service desk manager and project managers to co-ordinate visits
- Working on their own and managing priorities
- Working across customer's sites as well as providing remote support
- Liaising with third party suppliers range systems Windows, OS, Android OS, MS Office packages.

Personal Attributes

This is a customer facing role, so the candidate must have proven experience dealing with customers:

- Professional in both manner and appearance at all times;
- Ability to work under pressure, on their own initiative and as part of a team;
- Patience when dealing clients that have no technical background;
- Good time keeping, and communication skills are imperative;
- Ability to liaise with staff and clients at all levels;
- A genuine interest in emerging technologies, eager to learn and succeed.

Job Type / Category

The candidate will ideally be located in South of England to service customers throughout these areas although further travel and overnight trips may be required.



Work Status

Full time 37.5 hours per week (Based on a 7.5 hour working day). Working on a rota based system covering various shift patterns between 7am – 6pm Monday to Friday.

Reporting Line

Reports to the Service Desk Manager

Required Education, Skills and Qualifications

The ideal candidate will have the following skills and experience:

- Experience installing and maintaining various types of hardware and software;
- Experience working on deployment projects
- Experience working within Healthcare sector advantageous
- Demonstrated problem solving and analytical skills;
- Demonstrated experience working as part of a team;
- Experience doing basic training and handover with users
- A full clean UK driving licence is essential.
- Please note that the successful applicant will require a PVG / Disclosure Scotland check.

Benefits

Full training program

Good holiday package

Salary: £16,000.00 to £18,000.00 /year

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

