



Job Title – IT Field Service Engineer

Location – Manchester

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 Midlands / North 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

