



JOB DESCRIPTION

Technical Support Engineer

ACCOUNTABLE TO:

Managing Director

RESPONSIBLE FOR WHICH PERSONS/HOW MANY

None

OVERALL AIM OF THE JOB

The post holder is responsible for providing remote, telephone and on-site technical support to large and small organisations and businesses throughout Southern England.

JOB LOCATION

TRHITC and customer offices

NORMAL WORKING HOURS

37.5 hours per week

TRAVELLING INVOLVED

Southern England

SPECIAL CONDITIONS

Occasional weekend or late evening work may be required.
Participation in the on call cover for the company's mission critical systems.

DETAILS OF JOB

The post will be based in SE Hants with the following principal accountabilities:

1. Providing remote, telephone and onsite PC, network and applications technical support and advice for customers
2. Installing and configuring new equipment, in line with company procedures
3. Where possible carrying out repairs on faulty equipment, if not then liaising with contract maintenance suppliers and escorting sub contractors to company's systems
4. Assisting in testing of new systems, supporting project and development staff
5. Assisting with training of new staff to the technical support and helpdesk areas
6. Using the Company helpdesk system to log and report customer faults
7. Carrying out scheduled on site customer health checks
8. Any other tasks as appropriate.

PERSON SPECIFICATION
Technical Support Engineer

Category	Requirements	Essential/ Desirable (E/D)	How determined: Form/Interview/Ref/ Assessment
Qualifications	5 GCSE (or equivalent) English & Maths HNC/HND in relevant IT subject MCP (Microsoft Certified professional or equivalent CCNA)	E D D	Form/Certificate Form/Certificate Form/Certificate
Job Knowledge	Extensive knowledge of computer operating systems, hardware and standard office software, internet, networking and mobile technologies. A good knowledge of the majority of software products or platforms used Commercial awareness of a range of current and relevant technologies Extensive knowledge of networking concepts	E E E E	Form/Interview Form/Interview Form/Interview Form/Interview
Experience	2 years of providing technical support Providing advice and support to people with wide range of computer literacy	E D	Form/Interview Form/Interview
Skills/Abilities	Excellent communication skills: verbal & written, good telephone manner Exercise good judgement, make decisions, respect confidentiality Methodical approach to problem solving	E E E	Form/Interview/ References Form/Assessment/ References Form/Assessment/ References
Personal Qualities	Self starter – able to use own initiative, plan/prioritise own workload, and others Evidence of continuing personal development Respectful of confidentiality	E E E	Interview/References Interview/References Form/Interview/ References
Circumstances	Flexible, able to work occasional weekends and evenings, cover on call	D	Form/Interview
	Full, clean driving license	E	Form/Interview