The Company

Computer Care is an IT services company with an ever expanding customer base. Founded in 2001 by Simon Pardo, the company has gone from strength to strength. We pride ourselves on delivering 100% customer satisfaction and bringing high level skills to small companies.

We have a diverse range of expertise, from designing and implementing databases, supporting and enhancing networks to the supplying of hardware. We provide outsourced IT solutions to small businesses, typically those who cannot afford permanent IT staff. We work with our customers to improve their business using our skills and services. You will gain great exposure to many technologies and see how different companies utilise their IT systems.

We work differently to most other IT service companies. Firstly our contracts are designed around deliverable SLA's, guaranteeing response times by ensuring availability at a staffing level. Secondly we are completely open about how much we charge our customers to resolve issues and finally we guarantee our fixes. Finally we use ITIL methodologies to deliver our service to our customers.

Job Specification – 1st Line Support Engineer

The job will involve working on a busy support desk, answering calls and emails from customers and providing a 1st line level of support. You will be supporting desktops, fixing desktop software issues, answering user questions and recording work done using the internal call management system.
We pride ourselves on our customer satisfaction; the right candidate will reflect this. You will need to be of smart appearance and outgoing, happy to talk to a variety of people at varying technical levels.

Personality

The ideal candidate will be highly motivated, used to working with a wide variety of people at all levels of a company. You should be able to handle and diffuse stressful and difficult situations. You will be highly resourceful, able to find answers to questions quickly using the internet or any available method.

Qualifications and Experience

The ideal candidate will have experience and or knowledge of a customer services role. They will understand about the customers experience when dealing with support. They should also have good general knowledge of computers, understand the inner workings and concepts for example what function the processor performs.

The candidate is required to show application of the above knowledge including demonstration of fault finding.

The position requires at least 1 years' experience working within the IT industry and at least 6 months experience with the required skills listed below.

Required skills	Desirable skills
Microsoft:	Active Directory administration
Office	Mac Desktop
Windows Desktop	

Other:
Hardware
Networking / TCP IP knowledge

Remuneration

Up to £20k per annum, dependant on experience and ability
Travel expenses to and from customers sites
20 days holiday per annum
Pension with 3% employer contribution
Healthcare – Vitality health premium package

If you are interested please email: recruitment@computerc.co.uk.