



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 –Support Engineer

The job will involve supporting desktops, fixing desktop software issues, answering user questions, performing administration tasks on servers and recording work done using the internal call management system.

You will be based at computer care's offices 5 days a week, however there will be the opportunity to work at our customer's sites too.

You will be expected to own incidents and problems, either resolving or escalating them as necessary.

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. An innate technical knowledge is highly desirable using this ability to diagnose problems in areas outside your core expertise.



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 memory timing.

The candidate is required to show application of the above knowledge including demonstration of fault finding in both software and hardware.

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.

Driving licence and own car required.

Ideally the candidate should also have some current MCP qualifications.

Required skills

Microsoft Office (07/10/13/16/365)
Windows Desktop
Windows Server
Windows Updates
Hardware
Networking / TCP IP knowledge
Active Directory administration

Desirable skills

Apple hardware and software
Scripting skills
Programming knowledge

Remuneration

Up to £30k per annum, dependant on experience and ability
Travel expenses to and from customers sites
23 days holiday per annum
Pension with 3% employer contribution
Healthcare – Vitality health premium package

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