

Established in 1998, SoS Consultancy Ltd is a friendly family based business, providing services through a small team of highly experienced IT Engineers based throughout Devon and Cornwall.

An experienced team, we have a great reputation for providing customised ICT services to companies throughout the South West.

With a diverse customer base covering all sectors from high technology companies to the education sector, we aim to provide a cost effective and efficient ICT solutions for our customers.

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| **Role Profile:** IT Technician  **Reports to:** Director  **Location:** Plymouth area covering South West; Somerset, Devon and Cornwall  **Hours:**  Full time  **Job Type:** 1 Year Fixed Term with potential for Permanent  **Salary:** £18,000-£24,000 Dependent upon experience | |
| **Role purpose:**  As a qualified **IT Technician** you will help maintain our network of long term customers throughout the South West of England. You will install and maintain Microsoft based computer systems and networks aiming for the highest functionality. You will provide excellent clear easy to understand technical support and customer service onsite and remotely. The aim is keep our customers happy and ensure no repeat calls for the same issues.  Working as part of small team you will need to be prepared to roll up your sleeves and help out where needed to ensure that we provide a first-class ICT service to our customers. | |
| **Your key relationships:**  Company Director  New and existing customers  All external stakeholders | |
| **In this role you are accountable for:**  Set up workstations with computers and necessary peripheral devices (routers, printers etc.)  Check computer hardware (HDD, mouse’s, keyboards etc.) to ensure functionality  Install and configure appropriate software and functions according to specifications  Develop, maintain and support local cabled and Wi-Fi networks to ensure optimised performance (Switching/Vlans/Routing/Firewalls)  Install data security software and support the security and privacy of our customers networks and computer systems  Provide appropriate training, orientation and guidance to users on how to operate new software and computer equipment.  Organise, schedule and perform upgrades and maintenance in line with SLA’s and without preventing customers from completing their work  Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)  Support a wide range of client devices and their applications, including cloud based services.  Identify and make recommendations regarding customers computer or network equipment requirements as appropriate.  Support our customers with relevant users access and permissions  Complete and maintain customer and company documentation to the required high standard, including maintaining records/logs of repairs and fixes and maintenance schedule | **The person specification:**  **Qualifications and training**  Proven experience as IT Technician or relevant position  Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)  Satisfactory Enhanced DBS  **Knowledge and Expertise**  Customer-oriented, must able to demonstrate a strong customer service focused approach.  Experience of installation of Microsoft based IT computer systems  Demonstratable in-depth knowledge of computer systems, software, hardware and the variety of internet applications, networks and operating systems in use in commercial environments  A sound knowledge of internet security and data privacy principles.  Excellent ability to apply sound technical knowledge to diagnose root causes of customer or system issues, find solutions and resolve them so that our customers systems continue to perform effectively  Demonstratable ability to communicate technically complex information effectively with customers at all levels in person and over the phone.  Experience in system monitoring tools and Service management software  **Personal qualities**  Ability to use ones owns initiative and have a “First time fix” attitude and approach  Demonstrable strong but calm independent analytical and problem solving abilities  A meticulous focus on quality of workmanship and attention to detail  Ability to work alone at customer premises across the South West as well as working collaboratively in a small team when required  Self-motivated and a confident decision maker.  Organised and methodical approach to completing work and managing one’s own workload and time effectively.  Full Driving License, own vehicle and prepared to travel extensively across the South West. |

**Please note:** This job description outlines the key tasks and responsibilities of the position and is not exhaustive. It is subject to periodic review. It may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement on any changes.