
IT Support Engineer

Cygnet IT Services CIC provides IT support and services to education, business and charity customers in Sutton and surrounding areas.

The ideal candidate will have a keen interest in IT and previous experience working in an IT support environment. You will be expected to provide high quality 1st and 2nd line support and assistance to our customers as part of our field team.

Closely liaising with customer's internal IT support or their end users and senior managers you will build strong relationships and achieve a high level of customer satisfaction. When not on-site with customers, you will provide additional support for the office-based Service Desk.

Applicants must hold a full driving licence and have access to a vehicle as the IT Support Engineer will be predominantly field based, with occasional periods working from our newly refurbished office in Wallington.

Duties will include:

- To provide on-site support and consultancy as required in accordance with customer's needs. Resolving networking, hardware and software issues and providing preventative maintenance.
- To carry out fault diagnosis on-site and remotely, rectifying faults and where required arranging additional courses of action such as referral to senior staff or arranging third party maintenance or support.
- To ensure all items are logged correctly through the Service Desk following set procedures.
- To ensure tickets assigned, monitored and actioned to meet Service Level Agreements.
- To ensure customers have relevant and concise updates and feedback when working on their requests.

Skills required:

- A pro-active approach to IT support and customer service.
- A keen interest in technology and IT.
- Must have the ability to work unsupervised and to manage time and workload effectively, ensuring tasks are completed in a timely and efficient manner.
- Ability to work under pressure and multi-task.
- Good understanding and experience of Windows 7, 10 and Windows Server.
- Working understanding and experience of Active Directory, DNS and Group Policy.
- Experience of supporting network and Wi-Fi equipment.
- Experience of documenting technical procedures, infrastructures and system configuration.
- Be able to explain technical concepts in simple terms to peers, end-users and customers.
- Willing to continually learn and develop your skills.
- Be able to maintain a high degree of customer service for all customer queries and interactions.
- A methodical and thorough approach to troubleshooting support requests.

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Salary range £24,000-£28,000, including 5% pension and training scheme.

Full time, 37.5 hours per week.

For further information and a full job description, please contact recruitment@cygnet.it

Applications will be reviewed on receipt.