



TRI COMPUTERS

Job Description

This role is for a junior support technician to be based between customers' sites and our helpdesk in Woodley. They will be expected to complete basic IT maintenance and support tasks, as well as managing the relationship between the customer and Tri Computers' Helpdesk.

This person will ensure that IT support requests are managed effectively and responded to in a timely manner, either by completing requests themselves or raising them with our helpdesk where necessary.

Responsibilities:

- Monitor the internal ticketing systems at customers' sites, completing basic support requests where appropriate
- Escalate support requests to Tri Computers' Helpdesk when they cannot be completed by the on-site IT personnel
- Create user accounts, manage permissions and passwords
- Monitor responses to requests raised with Tri Computers' Helpdesk, provide remote-hands support and respond to any queries in a timely manner. Ensure tickets are completed in accordance with the appropriate Service Level Agreement.
- Provide telephone and email support to customers
- Support the in-house IT team with basic requests (ie. Changing printer toner, replacing cables, setting up projectors, moving computers etc.)
- Maintain our high standards particularly regarding customer communications and response times
- Maintain an up-to-date knowledge of current operating systems and standard software packages, including both Microsoft Windows and Mac OSX
- Engage in training opportunities to further develop skills and knowledge in key areas, such as desktop support, networking and operating systems
- Complete any other tasks as requested by your line manager or a senior member of staff

Job Location:	Reading, Berkshire	Start Date:	Immediate
Job Role:	Junior IT Technician	Contract Length:	Open ended
Employment Type:	Full-Time Employee	Salary Range:	£16,000-20,000 depending on experience



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Applicant Requirements:

- Experience with Microsoft operating systems, including installation and configuration
- Experience with computer and peripheral hardware servicing and basic repairs
- Some IT/Computing qualifications (GCSE, BTEC, A-Level) are preferable but not essential
- Knowledge and understanding of standard office software packages
- A good standard of written and oral communication
- Ability to work effectively within a team environment, both taking direction from and supporting other colleagues
- Flexibility regarding working hours; overtime is paid but there are likely to be circumstances where you will be required to start early or finish later than usual
- A full UK driving licence is required for this role and access to a vehicle is preferable

Training Opportunities:

- Funded training through the Microsoft Pathway up to and including Microsoft Certified Solutions Expert
- Funded training in Apple hardware and software up to and including Apple Certified Mac Technician
- Continuous professional development through on-the-job training by senior engineers

Applications:

Please submit all applications by email to dexter@tricomputers.co.uk, with your CV and contact details.

We will then be in touch to organise an interview if suitable.