

Job Description: UK Technical Support Engineer**Job Purpose:** To install and maintain specialist software & hardware systems within the UK Education Sector**Salary:** £25k - £33k per annum + car, laptop and mobile phone (salary depends on candidate and experience)

The Televic Group was founded in 1946 in Belgium and has maintained a leading market position in the development of specialist multimedia technology for Healthcare, Transport, Education and Conference & Interpreting. Televic's clients include The European Parliament, the European Commission and United Nations. Televic Education, a group subsidiary, supplies leading edge classroom-based multimedia laboratories and e-learning solutions to schools, colleges and Universities throughout the UK, Europe and worldwide. A key position has become available within the team at Televic Education, based in the UK.

Key Responsibilities: UK Technical Support Engineer

1. Planning and installation of Digital Language Laboratories and Interpreter Training Systems at client sites.
2. Support & maintenance of Digital Language Labs & Interpreter Training Systems at existing customer sites.
3. Technical consultancy, design, project-management and co-ordination of client focused solutions.
4. Develop and maintain relationships with IT and teaching departments at new and existing client sites.
5. Close liaison with Televic UK's team to ensure client satisfaction and future business development.
6. Expansion and management of support and maintenance contracts within existing client-base.
7. Close liaison with Televic's Belgian Head Office for project planning and delivery of equipment and spares.
8. Develop new and efficient ways of supporting clients online or remotely.

Essential Skills Required:

- Practical knowledge and skills with software and hardware installations.
- Technical knowledge and hands-on experience of PC's, Audio, Video, multimedia and electronics.
- Knowledge of Servers and Networks.
- Able to construct furniture and drill holes in materials where necessary.
- Able to select the correct tools for the job.
- Produce technical or non-technical drawings/designs using computer packages (Visio, CAD...)
- Good house-keeping, organisational and administrative skills (writing reports etc).
- Able to write clear/structured and concise emails with appropriate tone to customers and colleagues.

Person Profile and Skills Required

The role is ideally suited for a candidate who is able to work autonomously and equally well as a team player. The candidate must be looking for a challenge, with a view to a long-term role and commitment to the company. Flexibility and a willingness to travel are essential. Bi-monthly trips to Belgium will be required for training and technical development meetings. *For office based work, the candidate will be required to work from home.*

Personality: The ideal candidate will be dynamic and self-driven with a positive outlook and a no-nonsense attitude. While the role is primarily a technical position, good communication and client-friendly people-skills, patience and tolerance are essential personality traits for this role. Possession of a commercial feeling and an eye for opportunities would be an advantage.

Personal Situation: The candidate should be domestically secure and must be prepared to travel UK-wide and stay away from home several nights per month. A clean driving licence is desirable.

Experience: Ideally the candidate will have some experience of working within the Education sector and essentially have knowledge and experience of software installations and IT networks. Knowledge of new technologies/developments would be advantageous.

Qualifications: Degree level qualifications are an asset, but not essential. Technical qualifications are desirable.