



Senior ICT Technician Job Description

£21k - £28k dependant on experience

The Role

A chance for an enthusiastic, confident individual to join an expanding company, providing class leading technical support to end users. The successful candidate will predominately based at our clients site in Oxted, Surrey, however you will be required to travel to our office in Lingfield and to clients around the South East of England, therefore a Full UK Driving License is essential.

Main Duties will include:

- Providing varied technical support to end users in a timely and efficient manner.
- Proactive monitoring of clients' site/systems.
- Handling of incoming incidents and requests via telephone, email and the helpdesk, and reacting in an appropriate manner.
- Delivering an exceptional level of customer; ensuring that the customer is kept up-to-date with all developments.
- Liaising with 3rd party contractors where appropriate.

The successful candidate will have:

- A genuine interest and enthusiasm for IT support and management of IT systems.
- A minimum of two years working in an IT support role.
- Experience of standard networking services and standards.
- Experience of working with Microsoft Server and Windows 7.
- The ability to identify, analyse and troubleshoot problems.
- A can-do approachable attitude, and excellent communication skills.

The successful candidate should ideally have:

- A background in the education sector would be highly beneficial.
- Knowledge of virtual server and storage solutions.
- Knowledge of switches, VLANs etc.

If you wish to apply, please send your CV to rkinkade@2moons.uk or call 01342 444040 for more information.