

Job title: IT Support Engineer

Due to significant year on year growth, Premier is now in a position to strengthen our IT Support team and we are looking for an experienced IT professional to assist in the consultancy, delivery and support of Premier's IT Support clients. This is a full time, permanent position. Our headquarters is based in Holborn, WC1. This role requires frequent travel to client sites, who are typically but not always in central London.

Day-to-day duties:

- * installing and configuring computer systems;
- * monitoring and maintaining computer systems and networks;
- * talking staff/clients through a series of actions - either face-to-face or over the telephone;
- * troubleshooting system and network problems and diagnosing and solving hardware/software faults;
- * finding solutions to problems, be it through creating a desktop short cut or fixing a major fault on the operating system;
- * replacing parts as required;
- * providing support documentation, including procedural documentation;
- * following diagrams and written instructions to repair a fault or set up a system;
- * running network applications to support system and users;
- * supporting new applications;
- * setting up new users;
- * responding within agreed time limits to call-outs;
- * working continuously on a task until completion (or referral to third parties, if appropriate);
- * prioritising and managing several open cases at one time;
- * rapidly establishing a good working relationship with strangers in their premises
- * testing/evaluating new technology;
- * conducting electrical safety checks on computer equipment.

Who the job reports to:

IT Support Manager

Essential Skills:

- Excellent client facing skills and genuine desire to assist, smart appearance, willingness to learn
- Ability to work as part of a team
- Good communication skills
- Methodical and disciplined approach to problem solving
- Fluency in English is required
- Skills in organising resources and establishing priorities
- Ability to foster a cooperative work environment
- Ability to analyse complex problems, interpret operational needs and develop integrated creative solutions
- Knowledge of current technologies developments/trends in IT
- Strong interpersonal skills, flexibility and customer service orientation
- Ability to develop and maintain record keeping systems and procedures
- Ability to communicate effectively, both orally and in writing

2 Years minimum installation and support experience in the following areas: -

- Strong understanding of TCP/IP networking and Microsoft networks
- Windows server administration
- Experience with either network management software (MS-SMS, Zenwork or Altiris)
- Windows desktop administration
- Desktop support of MS Office Applications
- MS Exchange 2000/2003
- Backup software e.g. Veritas \ Arkeia
- Anti Virus software
- Server and Desktop environments
- Firewall and Router experience in LAN and WAN environments

Advantageous / non essentials skills: -

- Working knowledge of IIS or Apache
- SBS 2003
- VMserver clusters and SAN appliances (iscsi)
- IT support in a training environment
- Altiris Knowledge
- Linux server admin
- VLAN knowledge
- Samba, Bind
- VOIP Technologies

Critical to the success of any candidate will be self motivation, drive for results, a hands-on approach and the ability to communicate credibly with clients, staff and colleagues.

Any Microsoft or Cisco qualifications would certainly help progress your application.

In return we offer competitive remuneration and benefits, a friendly working environment and the chance to progress your career with a progressive, privately owned company voted into the top 50 IT Training Companies in the UK.

Location : New Premier House
150 Southampton Row
London
WC1B 5AL

Hours : 8.45am – 5.15pm Monday to Friday, and occasionally outside these hours as business dictates.

Salary : £ Negotiable

Contact: IT Support Manager, Tel: 0207 837 2690 Email: jobs@premierit.com, please ensure your subject line contains the text "IT Support Engineer"