

<b>Company:</b>	Clark Integrated Technologies	<b>Date:</b>	04/02/2019
<b>Job Title:</b>	1st Line Support Engineer	<b>Compensation:</b>	In the region of £20k
<b>Reports to:</b>	Service Delivery Manager	<b>Department:</b>	Support

### Job Description:

The 1st Line Support Engineer role is responsible for providing 1st line support remotely to our Clients. You will fix what you can and escalate more complex issues to the relevant support channels within CiT following our internal escalation processes and procedures.

Working in a fast paced environment where no day is the same, the ideal candidate will have experience working as a 1st Line Support Engineer with the ability to build key internal and external relationships.

### Basic Functions:

- Providing remote 1st Line Support
- Answering calls and raising support tickets
- Taking ownership of users' issues and identifying appropriate solutions to resolve service incidents and requests
- Providing users with regular communication on the progress of investigations and planned solutions
- Working closely with the support team to provide 1st Line Support, ensuring assigned calls are responded to, diagnosed and resolved swiftly
- Assist remote support engineers with incident resolution for any onsite devices
- Create standard documentation on problem resolution, fixes and updating the technical knowledge base
- Keep up to date on new technology trends

### Additional Duties and Responsibilities:

- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Communicate with clients through email, written proposal and company telecoms.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Enter all work as activities or service tickets in ConnectWise.

### Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience in deskside support or other user support functions
- Good communication skills – written and verbal
- Ability to work on own, part of a team, and under pressure
- Good time management and prioritisation
- Possess initiative to diagnose problems
- Professional working attitude
- Experience in providing high levels of customer service
- Undertake relevant and appropriate training for succeeding in this role
- Work with colleagues to increase technical knowledge
- In-depth hands on “problem solving” expertise in desktop hardware, operating systems and software packages
- A good working knowledge of a wide variety of ICT hardware e.g desktops, laptops, tablets and other peripheral devices.
- A good understanding of structured cabling or Wi-Fi connectivity e.g. Cisco routers, switched, Wireless Access Points (WAP)
- To provide support for smartphones, iPads, iPhones
- Microsoft Windows Desktop Operating Systems
- Microsoft Office/O365
- Active Directory / Exchange: Add/Remove Changes
- DNS (Local)
- Microsoft Windows Server, working knowledge up to 2016 server
- Microsoft Exchange Server, working knowledge up to 2016 server
- Microsoft Active Directory, configuration

### Educational/Vocational/Previous Experience Recommendations:

- Post-secondary school education, relating to IT
- Any other IT/network related qualifications or training
- Experience of similar role

## Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits included.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*

***Please apply in writing enclosing your CV to [margo.milne@clark-it.com](mailto:margo.milne@clark-it.com)***