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**Job Ref: 282451**

**MCSE qualified senior systems technician, office and field based. Bristol area.**

**SUMMARY:** The role involves first, second and third line support of the computer systems of our clients. You must also show significant experience in the installation of Windows Servers, Exchange, ISA and Backup Exec.

You will be dynamic with a positive mindset, display a great personality and a sense of humour. You will be extremely client focused and nothing will ever be too much trouble. Process driven troubleshooting and diagnostic skills are a must as is the ability to work without supervision in high pressure situations.

The ability to communicate clearly, concisely and regularly with the client and with your colleagues is essential. Knowledge of telephone system installation, structured cabling and hardware maintenance of PC's, printers and servers would be an advantage.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *Other related duties may be assigned.*

- First, second and third line support within SLA of PC/Windows, MS Office, Backup Exec, Windows servers, Trend and AVG. Diagnosis of hardware problems on PC's Servers, printers, tape drives etc
- Install, operate and maintain network services, routers, concentrators, hubs, switches, modems and other network devices.
- Resolve network communications problems to ensure user's access
- Installation of Windows computers with standardized applications and networking software, diagnosing and solving problems that develop in their operations.
- Respond to user questions and explain the operation of network applications and equipment.
- Assist in the maintenance of standards and documentation.
- Pre-sales technical support, surveying and documentation.
- Perform other related duties as required.
- 0900-1730hours Monday to Friday, or as required.

**QUALIFICATION REQUIREMENTS:** 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.

**EDUCATION AND/OR EXPERIENCE:** A minimum of 3 "A" levels, current MCSE certification. Qualified candidates must have five (5) years directly related experience, including: troubleshooting, rectification, installation and support of local and wide area networks, workstations, printers, routers, switches and tape drives.

**LANGUAGE SKILLS:** The ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. The ability to write reports, business correspondence, and procedure manuals.

The ability to effectively present information and respond to questions from groups of people and end users.

**COMPENSATION:** This is subject to negotiation based on age and experience. 20 days paid holiday per annum plus public holidays.