



BAYtek

OFFICE SOLUTIONS LTD

POSITION	2 nd Line Field Based IT Technician Education and Commercial sectors (Full Time)
ACCOUNTABLE TO	IT Department Head
HOURS	37.5hrs a week (Mon-Fri)
SALARY & PACKAGE	Starting salary £22,000 - £26,000 dependent of experience Role also includes Company Pension, Mobile Phone, Generous Business Mileage Allowance, on-going Training Programme plus company funded social events

JOB DESCRIPTION

An established business based in Newton Abbot; we are looking for a dynamic, technically capable individual to join our expanding IT team. Primarily supporting the education sector but also commercial clients throughout our customer base. This exciting role combines customer facing tasks alongside remote support from either office or home and reports directly to the IT Dept Head.

The team is responsible for supporting over 600 customers with varied IT needs from Office365 to managed networked switches and cloud services and providing connectivity support for over 1500 network print / copy and scan devices across the Southwest. You will be working alongside an experienced team of software and hardware technicians supporting our customer's needs.

The successful applicant will primarily be responsible for maintaining school networks and computer systems by carrying out reactive and proactive maintenance tasks on all IT equipment, operating systems, and core applications. Outside of this you will be expected to offer support to our commercial customers as requested.

Applicants will need excellent customer handling and inter-personal skills, be proactive and able to demonstrate good planning and organisation skills. Good verbal, written communications, and the ability to retain information and quickly adopt new technologies are a must in the ever-changing IT arena. Along with supported onward learning and industry recognised qualifications this is a challenging and rewarding position with real career potential. Come and join our friendly team and be part of a successful and rapidly expanding local business.

PERSON SPECIFICATION / JOB ROLE

ESSENTIAL SKILLS & ABILITIES

- Understanding and experience of DHCP, DNS, Group Policy and Active Directory
- Extensive experience with Microsoft technologies - Office365 Apps, Windows OS (Desktop and Server)
- Extensive experience with Google environments including Chromebook deployment and management
- Experience of supporting physical, Wi-Fi and cloud infrastructures
- Provide on-site / remote support and consultancy as required in accordance with customer's needs
- Have a thorough understanding of available technology and desire to research innovative solutions and new software releases
- The ability to work under pressure, meet project deadlines
- Providing the highest level of customer care requiring excellent written and verbal communications, able to maintain accurate and clear documentation
- Reliability, focus, drive and a 'can do' attitude
- Good time management and planning skills
- Ability to work on your own
- Full driving license and access to own vehicle

DESIRABLES SKILLS & ABILITIES

- Flexibility to work outside of office hours if required
- Experience of working within the education sector and liaising with education leaders
- Knowledge of the printer / MFD industry and PaperCut print management suite