

1st Line Technical Support

Hampton-in-Arden | Solihull

A great opportunity has arisen to join our Tech Support Team, based at our head office in Hampton-in-Arden. Working as part of a team of experienced IT technicians and engineers, you will assist in providing first-class customer support by ensuring that our customers' problems and queries are resolved in a timely and efficient manner.

You will predominantly provide remote desktop support (in addition to occasional on-site visits) to our UK client base, on a range of Telecoms and IT products

Your day will expose you to Fixed Line, Hosted (VoIP) platforms, Broadband and Internet, Windows Operating Systems, Office 365 and 1st Line Server Issues. With a sound knowledge of telecom and network fundamentals and topologies including FTTC, PSTN, Switches, Routers, Active Directory, Group Policy, file shares and permissions to ensure that desktops, mobile devices and other typical I.T. equipment interacts seamlessly with the infrastructure.

Person Specification

We are looking for a professional, organised individual who possesses excellent communication skills and who will share in our values of delivering a superior customer experience. You will ideally have 2 years of experience within IT support, although this is also an excellent opportunity for an IT graduate who can demonstrate a strong customer service background. A driver's license is essential, as this role will include occasional client visits.

Benefits

- We are offering an initial starting salary between £18,000-20,000 per annum
- 20 days holiday & 1 day to celebrate your birthday
- Free parking
- Pension
- Life Assurance
- Healthcare scheme

If you are interested in this position, please send your CV to mycareer@pmgroupuk.com