



Vacancy for an IT Support Technician at 5 Rings Group

Please find below a brief job description:

Personal Attributes:

- Presentable
- Good timekeeping
- Conscientious
- Good telephone manner
- After initial training, we would hope this person would work on own initiative
- Enjoy the challenge and work passionately with an expanding company

Job Description:

- Mainly office based in Lancing
- Work alongside support team
- Answer incoming calls when available
- Carry out diagnosis of customer IT issues
- Resolve IT issues with or without support team assistance
- Create tickets with detail of clients IT support issues
- Inform clients of the progress of the issue by e-mail or phone
- Adopt a proactive approach to the IT systems of our clients
- Manage time spent on IT issues and escalate issues where appropriate
- Site visits to clients in the future to review account

Preferable Experience:

- Windows desktop operating systems
- Windows Server operating systems and exchange
- IT networks
- Printers
- Computer hardware deployment & support
- IT fault diagnosis and resolution
- MS Office applications
- General software deployment & support

For the right person, this would be an ideal opportunity to learn and prosper with an expanding IT company.