



Job Description:	Apple Support Engineer
Location:	Based in Newcastle upon Tyne. Travel to client sites and Edinburgh Office will be required
Salary:	£30,000 (negotiable dependent on experience), plus car allowance or company car
Hours of work:	09:00am – 5:30 pm (out of hours work will required occasionally)

General Description

An excellent opportunity has arisen at a Newcastle city centre based IT company for the role of Second Line IT Engineer. OPAL provide IT solutions across the UK for a number of businesses and education establishments; our reputation with our clients is second to none as we work with an honest, friendly and professional approach. We are looking for an individual with a friendly and positive attitude, someone who can work individually but also as part of our team with the utmost integrity at all times to resolve technical support issues.

Skills and Experience

- Providing on-site, remote, phone and email technical support to clients
- Escalation point for 1st line support engineers, assisting with pre-sales technical specifications, carrying out on-site installations of recommended solutions.
- Good knowledge of OXS, iOS and Active Directory user administration.
- General experience around using Apple products in Windows environments.
- Advantageous – experience of MDM and Endpoint Management solutions such as Jamf, HEAT and Apple Configurator.
- Trustworthy and reliable, highly self-motivated.
- Act as a promoter of the OPAL brand by demonstrating a high standard of values, ethics, integrity and trust with our customers.
- Full driving license (company car/ car allowance will be provided).

All applications to jobs@opal-it.co.uk.

NEWCASTLE OFFICE

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