

- Job Description:** First Line IT Engineer
- Location:** Based in Newcastle upon Tyne. Travel to client sites and Edinburgh Office will be required
- Salary:** £18,000 - £21,000, dependent on experience
- Hours of work:** 09:00 – 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 First 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
- Previous experience in a 1<sup>st</sup> line support role
- Administer Microsoft Active Directory and Office 365
- Microsoft desktop operating systems and applications
- 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.
- Experience with Apple operating systems would be advantageous.

All applications to [jobs@opal-it.co.uk](mailto:jobs@opal-it.co.uk).

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