



Job Description: IT Support and Helpdesk Engineer
Location: Based in Newcastle upon Tyne. Travel to client sites and Edinburgh
Office will be required
Salary: £19,000 - £23,000 dependent on experience & qualifications
Hours of work: 09:00 – 5:30 pm (out of hours work will required occasionally)

Job Overview:

An excellent opportunity is available to join our dynamic and growing service desk team. Providing support to our clients on various products (training will be provided) and working within a solid and hardworking team providing support to our clients nationwide. Progression and training opportunities are excellent for the right candidate.

Duties and Responsibilities

- To assist with technical support queries professionally and efficiently, maintaining a high degree of customer service.
- To ensure that all SLAs are met
- To work as part of a structured team and escalate issues when needed
- To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site
- To document all calls on the call logging system
- To maintain user security on all systems
- Supporting users in the use of computer equipment by providing necessary training and advice
- To arrange for external support visit whenever problems cannot be resolved in-house

Skills / Attributes Required

- Previous experience working on a help desk would be advantageous
- Good working knowledge of Microsoft based operating systems with emphasis on Windows Desktop and Server
- Networking experience
- Knowledge of Active Directory (AD)
- Knowledge of anti-virus and backup products
- Experience troubleshooting MS Office
- Remote Access tools such as TeamViewer
- Good understanding of PC hardware and software setup
- Excellent telephone manner

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