

Vacancy: IT Support Engineer



Job description summary	<p>The IT Support Engineers are responsible for the configuration, build and transition of the computer systems and networks of the organisation from the previous parent to a new outsourced infrastructure. The role will involve the installation and configuration of computer systems, analysing hardware/software faults and solving technical problems, either over the phone or face-to-face.</p>
Detailed Job description	<ul style="list-style-type: none"> • install and configure computer systems, printers, telephones, routers, switches and servers • monitor and maintain computer systems and networks; • assist in the migration of users to the companies new Microsoft Windows Active Directory and LDAP; • set up and manage user mail accounts; • configure user rights for various applications; • troubleshoot system and network problems and diagnose and solve hardware/software faults; • replace parts as required; • provide support, including procedural, documentation; • follow diagrams and written instructions to repair a fault or set up a system; • run network applications to support systems and users; • support new applications; • respond within agreed time limits to call-outs; • work continuously on a task until completion (or referral to third parties, if appropriate); • work with the companies selected third party organisations and service providers to ensure a high level of service to the user base • prioritise and manage several open cases at one time; • rapidly establish a good working relationship with internal stakeholders and third party service providers to ensure high levels of customer service; • test and evaluate new technology.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Networking (LAN and WAN knowledge) • Knowledge of IP routing and switch configuration • Understanding of Unified Communication solutions • Working with third party solution providers • Understanding of how to configure and troubleshoot Windows Active Directory and LDAP • Ability to configure, test, troubleshoot and deploy desktop hardware and software • Organisation and deployment of printing systems and the management of these devices on a controlled network
Reporting to	<p>IT Manager, C&F</p>
Job Location	<p>Redditch, UK</p>
Role	<p>3 months temporary contract (with opportunity for extension)</p>
Availability	<p>5 days/week 40 Hours</p>
	<p>If you would like to apply please send your CV to: peter.housden@carpetandflooring.co.uk</p>