

## **Person Specification - IT Support Engineer**

### **Summary**

An IT Support Engineer is required to join our small team to provide IT support to existing and new customers in London and the surrounding areas.

This role would suit someone with extensive experience and knowledge in Server, PC and Network Support and who is looking to further their career in IT.

The successful candidate will be bright, enthusiastic and be passionate about IT and computing. They will be joining a small team where they can provide a significant input into the company and can expect to be developed to the maximum of their potential.

The position involves a good deal of customer contact and so the successful candidate will have excellent communication skills.

The nature of the work and size of the team will mean that the successful candidate will spend a large part of their time working on their own and so is expected to be highly autonomous and to be able to work under pressure.

Hours: Full Time  
Location: Central London (Kings Cross)  
Salary: £Negotiable + Bonus

### **Key Responsibilities**

The role of Support Engineer will be to:

- Support customers with their PC and server problems using
  - Telephone support
  - Remote Control
  - Site visits
- Monitor and maintain Microsoft Windows Servers using remote control and automated monitoring software.
- Monitor and maintain internal networks and servers.
- Advise customers on IT strategy.
- Quote and implement small IT projects.
- Purchase, install and configure new hardware and software for customers.
- Provide excellent customer service for our customers.

Additionally, ittium Ltd is a small company and all members of staff are expected to contribute to all aspects of company life as required.

## Knowledge

The support engineer is required to understand the IT technologies listed below in order to perform well in their role.

Applicants need to be able to demonstrate a working knowledge of some/all of the technologies listed.

A complete understanding of all these technologies is not immediately required but the successful candidate will be expected to develop relevant knowledge through on the job training and experience.

The successful candidate will have a good knowledge in all items highlighted in **bold**:

- Networking
  - **DNS**
  - **DHCP**
  - **TCP/IP**
  - Cisco ASA
  - Wireless
  - IPSEC and PPTP
  - **SMTP** and POP3
- Server Software
  - **Windows Server 2003**
  - **Windows Server 2008**
  - Distributed Filing System
  - Terminal Services
  - IIS
  - **DNS and DHCP Management**
  - **ActiveDirectory**
  - **Microsoft Exchange**
  - Routing and Remote Access
  - Symantec Antivirus
  - NT Backup
- Client Software
  - **Microsoft Windows XP**
  - **Microsoft Windows Vista**
  - **Windows 7**
  - **Microsoft Office**
  - VNC
  - Remote Desktop
- Development/Scripting
  - Batch files
  - Xcopy/Robo copy

## Skills and Competencies

The successful candidate will be able to demonstrate the following skills:

- Excellent verbal and written communication skills (required for communication with customers and documenting procedure and support activity)
- Excellent analytical and problem solving skills. (required for analysing and fixing support problems)
- Good research and analysis skills (required for analysing and re-implementing existing solutions available on the internet)
- Ability to understand customer requirements and make sound technology decisions that benefit the business needs of our customers.
- Time management skills and the ability to work to tight deadlines under pressure.
- Ability to work autonomously and as part of a team.

## Qualifications and Experience

Minimum Qualification: Microsoft Certified Professional in at least two Server or Networking based subject.

Applicants will need to be able to demonstrate a basic ability to solve support problems and a good understanding of the Microsoft server environment.