

# Job Description

## Helpdesk Support Technician



### About Tech4

Tech4 are an IT support company based in Poole, Dorset with a wide client based predominantly within the SME and Schools markets throughout Dorset and West Hampshire.

We offer a complete ICT solution to our clients effectively becoming their own IT Department.

### Job Details

The role of Helpdesk Support Technician is a varied role that requires an organised and methodical approach to ensure that all work through our busy helpdesk is carried out swiftly and efficiently within the terms of our Service Level Agreements.

The suitable candidate should possess;

- Excellent telephone manner
- Strong organisational skills
- Attention to detail
- Enthusiasm
- Experience of Desktop operating systems including Windows XP, Vista and 7
- Good knowledge of computer peripherals including Printers, Routers, storage devices etc.
- Ability to learn new skills
- A desire to build a career within the IT industry

The duties within the role include (but are not limited to)

- Answering telephone support calls
- Carrying out Remote Desktop support to resolve end-user issues
- Logging support incidents on our Helpdesk database
- Managing on-site support visits with our team of Engineers
- Supporting our Engineers when out on-site
- Carrying out maintenance tasks on PC's within our workshop
- Maintaining effective communication and updates with our client base

The working hours are Monday - Friday from 8am to 5pm.

A competitive salary is offered commensurate to experience and 20 days holiday per annum plus bank holidays.

To be considered for the position, please forward your CV with a covering email to;

Justin Moors - [j.moors@tech4.biz](mailto:j.moors@tech4.biz)