

## 1<sup>st</sup> Line Technical Support Engineer

We are seeking an IT Support Engineer to join our successful, reputable, dynamic and innovative Company. This role is for an experienced Technical Engineer who has good experience with Desktop support, Network Support, Troubleshooting and hands on support. You will be confident, pro-active and have excellent communication skills and thoroughly enjoy IT support and working within an IT environment.

Working as part of our dynamic sales & technical team, the company offers a wide variety of products, services & solutions and have been supplying innovative IT Solutions since 1994. The company is widely recognised as an outstanding provider of end-to end IT Hardware, Software, Maintenance and Support, and is committed to delivering the very best products and solutions & service available.

The role will require the successful candidate to regularly work from client sites in and around London and the Home Counties, as well as both the companies' offices in Horley & Reading.

### Responsibilities & Skills:

- Provide on-site support / Helpdesk Answering calls
- Extensive knowledge of XP/Win7/8 and all Microsoft Office applications
- Experience of Active Directory
- Remote support for clients using tools .e.g. LogMeIn, TeamViewer or VNC
- Desktop & network printer troubleshooting skills
- Ghost Image desktops and laptops
- Hardware upgrades on desktops, laptops and servers (training will be provided)
- Extensive knowledge of Windows Server environments
- You will be undertaking training and initiatives to ensure a high level of technical knowledge is maintained.
- You will self-manage your time whilst focusing on the on-going support of client's systems.

### Desirable Skills:

- Certified as MCP / MCITP / MCTS / MCSA / MCSE / CompTIA A+ / CCNA
- Domino server, Caseware, PMS, Citrix, Heat Call Logging
- Eligible to live and work in the UK
- Clean UK Driving License
- Minimum 1 Year Experience of the industry is required

### Salary & Benefits

**Competitive Basic Salary + Company Private Medical Scheme\* + Mobile & Laptop**

**Interested?** Please contact Paul Mitchell now on 01293 400 720 or email a copy of your CV to [careers@qual.co.uk](mailto:careers@qual.co.uk) All applications will be dealt with in the strictest confidence