

Job Description

JOB TITLE:

Senior IT & Telecoms Technician

DEPARTMENT:

Installation & Service

RESPONSIBLE TO:

Operations Director

Additional Information:

Based at 1 Heanor Street, Leicester, LE1 4DB
(Nationwide site visits may be required)
Valid UK driving license required.
Standard hours of work 8:30 – 17:00 Mon – Fri.

JOB PURPOSE:

The Senior IT & Telecoms Network Technician is responsible for designing and implementing, both computer and telecoms hardware, software, systems & networks.

The technician is also responsible for resolving complex support requests relating to hardware, software, and network systems.

They will be heavily involved in planning and designing client solutions.

Communicating with clients and colleagues, to determine the nature of issues and best remedial actions.

Provides research and support for new technologies applicable to our business.

Diagnosing, reporting and prioritising fault reports within a dynamic, fast paced environment.

MAIN DUTIES:

Attending to escalated support calls.

Take ownership of issues by carrying out problem analysis to implement permanent fixes with the aim of restoring service to the customer as soon as possible.

Recommendation and evaluation of solutions and processes.

Accurately record, update and document requests using the IT service desk system.

Work under minimal direction.

Site visits – to rectify faults, complete site surveys and install new solutions.

Support colleagues both with technical issues and solution advise.

To be a highly motivated team player with the skills and ability to manage changing priorities.

ADDITIONAL DUTIES:

To work within the relevant legislation, policies, and procedures.
Reporting & displaying key information back to the business.
Attend regular team & department meetings.
Be willing to attend internal and external training as necessary to keep up to date with the latest technology and internal system processes.

Required skills:

Good technical working knowledge of network and IT systems including:

- Microsoft Active Directory User and Group Management
- Desktop Operating System Management
- Server Operating System Management
- General Networking Hardware
- General Networking Protocols
- General Networking Software
- General VoIP architecture

Virtual server environment design, implementation, and maintenance.

Good understanding of Routing and Firewall functions.

The company reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the business.