

Northstar Technology Ltd

Job Title: Support and Installations Engineer

Duties: to be performed under the guidance of the directors.

1. Provide Telephone and Remote first and second line support
2. Provide site based installation of hardware and software
3. Provide site based second and third line support
4. To cover Sussex, Surrey, Greater London and Kent areas

Qualifications and Skills

Essential

1. To hold a full UK drivers license and have own vehicle
2. To be experienced in all aspects of installation and support for windows XP, Vista and 7.
3. To be experienced in all aspects of support in relation to SBS 2003
4. To be experienced in all aspects of support in relation to Microsoft Office 2003-2010
5. Installation and support of Networked based printing
6. Basic PC based hardware diagnostics and fault finding abilities
7. Experience with setting up internet routers, wireless networks from various vendors

Desirable

1. To be experienced in all aspects of support in relation to SBS 2008/11/
2. To be experienced in all aspects of support in relation to Mac OS X
3. A working knowledge of Sage Support for Instant accounts
4. A working knowledge of CA security software
5. The ability to carry out structured cabling, termination and testing
6. Completed at least one Microsoft qualification module

Experience

1. Ideally a minimum of twelve months commercial IT experience operating in the small business market supporting 1-25 users

Personal Attributes

1. Have the physical fitness to complete the role as demanded by the duties above
2. Good interpersonal skills to communicate with team members and the Clients in small operating environments
3. A good telephone manner and a cheerful disposition
4. Be able to work as a part of a team and adapt accordingly
5. Presentable and clean
6. Good time keeper
7. Committed
8. Reliable and trustworthy
9. Ability to work unsupervised
10. Motivated
11. Good attention to detail

The successful applicant will have to successfully complete a CRB check

Job Success

Induction: In the event of successfully being offered the position the applicant will receive a 6 week induction period to include:

1. Three weeks supervised work with senior engineer
2. An end of week review of their performance for the induction period
3. Three weeks of unsupervised work
4. A final review to include feedback from other team members and the candidate.

The decision will then be made as to whether further training is required and/or if the candidate is suitable.

Probationary period: 6 months

Performance Appraisals: 6 monthly reviews with feedback and feed forward opportunities

Remuneration: £15-18K basic plus the opportunity to participate within the company bonus scheme at the end of the probationary period

Advancement opportunities: In the long term the business has an aggressive growth strategy and opportunities for advancement will arise.

Commencement Date: 1st March 2012

Applications should be emailed with an up to date CV to cv@northstarit.co.uk