

IT and Product Support Engineer

Coventry

£18,000 - £25,000 per annum



[EDGE](#) are looking for an IT and Product Support Engineer to provide technical assistance to our clients. You will help install, upgrade and troubleshoot hardware and software applications including our own software products for [Local Councils](#), [cemeteries and crematoria](#).

If you are computer savvy and enjoy supporting end users, we would like to meet you. To succeed in this role, you should have a problem-solving attitude along with the ability to give clear technical instructions. You should also be familiar with remote troubleshooting techniques.

Ultimately, you will ensure prompt and accurate customer service and increase client satisfaction.

Job Type	Full time
Salary	£18,000.00 to £25,000.00 per year
Job Location	Coventry, West Midlands, CV6 5NX
Required licence or certification	UK Driving licence
Application Closing Date	Sunday 29 th October 2017
Application Procedure	Email admin@edgelTsystems.com and tell us why you are suitable and include your CV

Responsibilities

- Serving as the first point of contact for customers seeking technical assistance over the phone or email
- Performing remote troubleshooting through diagnostic techniques and pertinent questions
- Determining the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures

Requirements

- Address user tickets regarding hardware, software and networking
- Ability to diagnose and resolve basic technical issues
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problems
- Customize desktop applications to meet user needs
- Follow up with clients to ensure their systems are functional
- Help create technical documentation and manuals
- Proven work experience as a IT Support Engineer, or similar role
- Hands-on experience with Windows and other OS environments
- Hands-on experience with any Windows Server 2008/12/16
- Hands-on experience with MS Hyper-V and creating VMs
- Knowledge of Microsoft Office applications
- Working knowledge of MS SharePoint, Team Site & Office 365
- Working knowledge Email setup and migration
- Working knowledge of office automation products and computer peripherals, like printers and scanners
- Knowledge of network security practices and anti-virus programs
- Knowledge of Backup and Disaster Recovery procedures
- Knowledge of DHCP, DNS, IP Addressing
- Excellent problem-solving and multitasking skills
- Good understanding of computer systems, mobile devices and other tech products
- Excellent communication skills, Proficiency in English
- Customer-oriented and cool-tempered
- BSc/BA HND/HNC in IT, Computer Science or relevant field, Microsoft or CompTIA Certifications

Salary commensurate with relevant experience.

We look forward to receiving your CV together with a letter or an email explaining why you believe that you are suitable.