**Job Description**

**Job Title:** Helpdesk IT Support Engineer (1st / 2nd Line)  
**Company:** Solutios Ltd.  
**Department:** Support  
**Location:** Home Office (Occasional Site Visits)  
**Reports to:** Senior Engineer  
**Salary:** £18,000 - £26,000 Depending on Experience  
**Benefits**  
Full BUPA healthcare

**Company Background:**
Solutios is a provider of IT support and communications solutions for small to medium sized enterprises (SMEs). We pride ourselves on providing outstanding technical support on our full portfolio of products which range from broadband connectivity through to hosted email, backup, monitoring, VoIP and mobile telecoms. The support team deals with a wide range of support queries as well as pre-sales technical enquiries too.

**Job Position Summary:**
We're looking for a home-based engineer to join our existing support team in providing support to our customers. Support includes fault diagnosis and resolution of Microsoft Windows and Mac OS desktops along with VMware, Linux and Microsoft server platforms, broadband fault diagnosis, reporting and tracking and keeping customers updated during the process. You will also provide support on other products and services that we offer, including email, web, VoIP, router and firewall configuration. Experience of programming and web design would be an advantage. Working mainly from your quiet home office, we will provide you with broadband, a VoIP telephone, 3G dongle, mobile phone, desktop PC and Apple MacBook. You will need to be able to achieve at least 4Mb/s or higher on a BT ADSL line.

**Key Responsibilities:**
- Provide support to customers via telephone, email and remote control for the range of services and products that Solutios provide
- Diagnose and resolve customers problems
- Provide weekly reports to key customers
- Report and track faults through our wholesale suppliers
- Ensure that customers are kept up to date at all times
- Answer customers questions
- Liaise with suppliers to obtain best pricing for projects
- Provide pre-sales technical support

**Person Specification:**
An enthusiastic individual with experience in providing IT support to office environments and an interest in cross-platform networking, Internet technologies. Someone with excellent communication skills, able to work as part of a team as well as managing their own work load and time management. Keen to learn - through on the job training, formal training and personal study.
Education / Qualifications:
• Minimum of GCSE / A-level
• Post secondary school education, relating to IT and any other IT/network related qualifications or training are also desirable.

Skill Requirements:
• Experience in providing IT support, ideally in a helpdesk environment
• Technical knowledge of Microsoft Windows on both desktop and server
• Excellent communication skills – both written and verbal
• Able to work on own and under pressure
• Self-motivated
• Good time management and priority handling
• Previous experience of working in a customer facing environment
• Ability to diagnose and resolve problems
• Initiative to find answers to new questions
• Professional working attitude
• Driving license and own business-insured transport for site visits
• Experience of working from home

Experience in the following would be highly advantageous:

Desktop
• Windows XP, Vista & Windows 7
• Microsoft Office 2003 - 2010 for Windows
• MacOS X 10.7
• Microsoft Office 2011 for Mac
• Apple iOS (iPad & iPhone)

Server
• Windows 2003 - 2008 R2 Server
• Microsoft SQL Server 2000 - 2008
• Microsoft Exchange Server 2003 - 2010
• Linux
• VoIP (Asterisk)
• VMware ESX and ESXi 4.1 and 5.0

Network
• Cisco Switches, Routers and Firewalls
• Nagios
• Cacti
• Smokeping
• ADSL
• DNS

Application:
Please complete the questionnaire at the address below. Should we require further information, we will contact you via email to request your C.V.

https://www.surveymonkey.com/s/SolutiosTechnicalSupportPreSalesEngineer

We do not use recruitment consultants or companies, so would ask that only actual applicants apply.

This job description is a guide to the job on offer and the work that the successful candidate is likely to undertake. It may be changed, e.g. as part of regular performance reviews. This is a full-time position.