

## IT Support Engineer

**What is the role like?** As part of our IT Helpdesk team you will be supported by your colleagues and Delivery and Operations Managers. Your responsibility will be to provide IT support to customers. Being a 1st line point of contact, we require someone who can build an excellent rapport with clients and resolve incidents, wherever possible. It will be expected that you log and prioritise requests in a timely manner.

**About You!** You want a role on an IT Support Helpdesk. You are passionate about the combination of technology and customer support. You will be part of our Sussex Helpdesk Team who support clients located in the local area and across the UK. You will investigate queries and resolve issues following our customer communication guidelines. You will be confident in dealing with support tickets via a helpdesk ticket system, face-to-face on client site, and over the phone.

**Who are Truebyte?** We help organisations to harness the power of technology in the workplace. We are specialists in providing IT services for the architectural and medical sector. Working in our team is enjoyable, challenging and rewarding.

<b>Role</b>	IT Support Engineer
<b>Start Date</b>	Immediate
<b>Location</b>	Eastbourne
<b>Salary</b>	£18,000- 22,000K (DOE)
<b>Contract</b>	Permanent with a 3 month trial period
<b>Experience</b>	1 + year industry experience

### Essential Skills

- Fluent, clear English language communication skills to allow you to provide effective telephone and onsite face to face helpdesk support.
- Strong writing skills for support ticket-handling and email communication.
- Microsoft OS desktop support (Windows 7 onwards)
- Proven technical, problem solving and troubleshooting skills
- A foundational understanding of IP networks, VoIP and Video Conferencing
- A good understanding of IT security fundamentals such as anti-virus and patching
- Experience working with ticket systems and remote support software
- A passion to consistently deliver excellent customer service

### Desirable Skills

- Windows Server Administration, virtual and physical
- Exchange/Office 365
- Skype/Skype for Business
- Active Directory Administration
- Experience of imaging and deployment of builds using Acronis, SpecOps or similar
- Switch Management
- VPN configuration and support
- VOIP hardware and software support
- Working knowledge of encryption for devices such as laptops/smartphones
- IT qualifications such as A+, N+, ITIL and any brand specific certifications

### Benefits

- Truebyte Group Pension Scheme
- 20 days annual leave (+ bank holidays) + 1 extra day annual leave for every full year of Truebyte employment, up to 25 days
- Individual Development Plan
- Training Opportunities

### How to Apply

- Email [jobs@truebyte.co.uk](mailto:jobs@truebyte.co.uk) with your CV and application cover letter
- Please let us know your salary expectations according to the defined salary range