

1st Line Support Engineer - JOB DESCRIPTION

London Data is currently recruiting a 1st Line Support Engineer to join our team of talented supporters providing businesses and organisations throughout Greater London and internationally with excellent IT support. This position is ideal for a person with A-level qualifications or higher.

This position will handle 1st line support for clients through phone, email and in person and support and promote the high quality support services that London Data is known for.

The role is to be the first point of contact to the clients, analyse their situation and ensure it is handled appropriately.

We offer a position in an exciting outsource IT company that is known for its high quality support and pragmatic approach. The job includes on the job training and great opportunities to develop the role and personal skills further.

Essential skills:

- Good understanding of IT infrastructure
- Good knowledge of MS OS 2007, 2010 and the Office suites
- Strong communication skills via phone, email and in person
- Able to work independently and service-minded even during busy times
- Able to take ownership and follow an issue through to completion

Desirable skills:

- Good local knowledge of London
- HTML coding competences
- Knowledge of Mac OS, mobile OS and OpenSource
- First-aid training

Reporting to: Operations Manager

Work location: Our office in Carshalton, Surrey.
Some travel in and around Greater London is to be expected.

Hours of work 37 hours per week, Mon-Fri 9am - 5.30pm
28 days annual leave per year + bank holidays.

Salary Negotiable

About London Data

Founded in 2003, London Data offers leading end to end outsource IT solutions; providing direct user and system support and full IT project delivery to small and medium sized businesses throughout Greater London, nationally and internationally.

You are required to sign a non-disclosure agreement upon appointment.

This job description is a general guideline only. All employees may be required to undertake duties not outlined above at the request of the Managing Director.

Application deadline: as soon as possible

Questions to the position can be addressed by contacting Managing Director Paul Appleby, on 08450041600 or jobs@london-data.co.uk