



## **IT Engineer Job Role**

### ***About Microcomms***

Microcomms Professional Services' vision remains true: we want to continue our current growth strategy incorporating product development, expansion, and acquisition. We measure our success in two ways: how satisfied our clients are with their solutions, and how engaged our team is. To us, this is the only success that matters; any expansion along the way is just a product of our team's hard work and dedication. If we want to continue on our path of success, we know we need a committed and happy team that feel able to express their ideas, whether they're about our technology offerings or about the business itself.

Microcomms provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, colour, religion, age, sex, national origin, disability status, genetics, sexual orientation, gender identity or expression, or any other characteristic protected by law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

### **Core Purpose of Role**

Reporting to the Technical Team Lead, you will be part of the Service Desk Team providing an excellent level of support to our clients and their infrastructure.

This is a fast-paced and exciting role where every day is different and new challenges are met with determination and creativity, working with a multitude of services and systems.

### ***Key Responsibilities***

#### **Helpdesk Support:**

- Provide first line support for the service desk.
- Answering phone calls and logging tickets in our CRM
- To assist with technical projects in conjunction with the wider team.
- Visit Customers sites where required to provide on-site technical support.
- Provide remote support to clients as required
- Continue your training and development within the company.



This is not an exhaustive list, and you may be required to perform duties as assigned, within your scope of practice.

### **Key Objectives**

These will be determined by your line manager in line with business, client and market requirements. These will be reviewed regularly.

### **Skills**

#### ***Client Service***

- Friendly and approachable manner
- Ability to build strong client relationships
- Effective communicator
- Able to achieve targets defined within the Service Desk KPIs

#### ***Communication***

- Clear understanding of working within a support/service desk environment
- Excellent verbal and written skills

#### ***Organisational***

- Ability to multi-task and prioritise workload
- Work well with little supervision both individually and in a team environment
- Flexible, motivated approach with a positive outlook
- Ability to work well under pressure

#### ***Problem Solving***

- Proficient problem solver
- Strong analytical skills
- Ability to understand technical support issues and provide initial support and diagnosis



### ***Engineering/Software Support***

- Proficiency of DNS, DHCP, TCPIP, OSI, Networking and Routing
- Familiarity with supporting Microsoft Office and Office 365
- Knowledge of data cabling Ethernet/Fibre
- Experience of on-site or cloud-based telephony systems.
- Experience of Audio Visual, CCTV and/or Digital Signage Systems.
- Experience with the administration of wireless systems
- Knowledge of data cabling Ethernet/Fibre
- Understanding of Virtualisation Technologies
- Ability to work with Active Directory and other Server Applications
- Excellent working knowledge of supporting Windows/Mac operating systems

If you want to be part of a friendly and dedicated team of IT professionals, apply now! Submit your CV and a covering letter detailing why you are suited to this role.

#### **Overview**

**Job Type:** Full-time

**Salary:** £23,000.00-£30,000.00 per year

**Benefits:**

- Company car
- Company events
- Company pension
- Discounted or free food
- Free parking
- On-site parking
- Sick pay
- Wellness programme
- Work from home

**Schedule:** Monday to Friday plus overtime

You should be located in the Truro area and able to easily commute without relocating.



***Licence/Certification:***

Driving Licence (required)

Work Location: One location

**Application deadline: 02/05/2023**