



Job Title	Assistant IT Support Engineer
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Outline

Assistant IT Support Engineer

Position based in Cardiff, UK.

Are you enthusiastic about IT? Do you want the chance to start your IT career in the company of experienced engineers skilled in a wide range of systems?

Net Support is seeking enthusiastic assistant support engineers who will be keen to develop their careers in the field of IT. The successful candidate will be assisting a number of engineers with the installation and support of a wide range of hardware and software. In addition the candidate will be assisting with the monitoring and allocation of equipment, providing telephone, remote and on-site support.

Candidates should be hard working, enthusiastic and a good team player. They should be resourceful and able to work under pressure. Exceptional diligence and attention to detail is required when working in an IT field.

This position would be suitable for existing engineers who have less than three years experience within the IT field.



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JOB DESCRIPTION

Main location	Cardiff
UK travel	Frequent
Worldwide travel	Minimal

Job brief / Purpose	<p>To assist the in-house technical team with their duties including the delivery, installation and configuration of various hardware and software.</p> <p>The successful candidate will be expected to have strong interests in IT related issues.</p>
Responsibilities	<p>To manage and maintain the in-house database of equipment.</p> <p>To maintain and develop the IT infrastructure for clients.</p> <p>To maintain and develop standards and procedures.</p> <p>To evaluate and beta test applications, products and services as required</p> <p>To deliver and install new hardware / software.</p>
Scope	<p>The post may require out-of-hours work as necessary</p> <p>There maybe requirements for client site visits within the UK and abroad on an infrequent basis</p> <p>Candidates should possess a full UK driving license</p>
Environment	<p>All companies within the Tewdric Group practice a strictly 'No Smoking' policy</p> <p>Core working hours vary between 06:00am to 20:00pm, Monday to Friday with an hour for lunch, but in this position it is expected that staff work outside these times by agreement</p>



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CANDIDATE SPECIFICATION

Main location	Cardiff
UK travel	Frequent
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Qualifications	Essential	Desirable
		Excellent GCSE / A level results
Experience	Basic IT experience	3 or more years working with an in-house IT team
Skills / Knowledge	Knowledge of Microsoft software products Basic networking knowledge	Microsoft server software Email and VOIP solutions Firewall and security products Linux / Unix system skills
Disposition	A good team player. Desire to learn quickly Must possess excellent time management skills and display flexibility in managing multiple tasks Ability to prioritise tasks and deal with constant interruptions Exceptional diligence and attention to detail Be patient, tactful and diplomatic	
Remuneration	Up to £18,000 depending on skills and experience + performance bonuses	
Contact details	Applications should be sent via email to : careers@tewdric.com Or sent to : HR Manager Net Support UK Ltd Old Court House Mathern, Chepstow Monmouthshire NP16 6JH Job title should be specified in all communications	