

**Company:** CNS IT Ltd – Business IT Support & Services

**Location:** Chester

**Industries:** IT Services/IT Consultancy

**Job Type:** IT Support Engineer 2<sup>nd</sup>/3<sup>rd</sup> line rated - Full Time - Permanent

**Salary:** Package upwards of £30K+ per year,

- Mobile phone included
- Inclusion in the company bonus scheme
- Optional company car can be provided as a percentage of salary (to be discussed)
- Holidays, start at 20 days plus bank holidays, plus one extra day for every year served
- Christmas Bonus, additional staff bonus provided every year
- Flexible Working, to be discussed, generally 3-day office/2-days working from home (helpdesk)
- Uniform, optional future provision, comfortable shirts, fleece, and jackets being considered
- Working Environment, relaxed culture, air-conditioned offices, workshop, kitchen facilities
- Parking, onsite parking available immediately outside of our offices
- Our IT Engineers have received a pay rise & bonus every year for the last 16 years, since the company began.

**Helpdesk Engineer – Helpdesk, Microsoft 365 Products, Microsoft Server**

#### About the Job

This is an exciting opportunity to join an established (16 Years and counting) and successful IT Support & Services provider based in Chester:

The Ideal candidate will have:

- Preferably all candidates will live within approximately 25 miles of our HQ (CH1 6LT) and have a full driving license
- Experience in a similar IT Support role providing support for multiple companies and a wide range of IT Systems
- Excellent fault diagnosis & troubleshooting skills
- Good Telephone manner & Team player essential
- Experience in onsite installation
- Experience in supporting Microsoft 365 Products
- Experience in Microsoft Server installation and preferable 2<sup>nd</sup>/3<sup>rd</sup> line support roles
- Experience in the support of Microsoft Dynamics
- Scripting skills such as Microsoft PowerShell would be an advantage, but not a requirement

## Job Role:

- Customer Support, taking calls from customers and solving technical issues remotely
- Build, building and installing software onto Servers. PC's & Laptops
- Repair, assessment & repair of customer equipment, Servers. PC's & Laptops
- Onsite, installation of Servers. PC's & Laptops
- Onsite, network maintenance & installation of network equipment, routers, switches, wireless access points etc.
- Onsite, site assessment and auditing current equipment

The role involves the support of a wide range of IT Systems, site visits to install equipment and fix issues, equipment builds, 365 migrations, server build configuration & support, switch, router & wap installation, site survey, monitoring & application support, network infrastructure support, end-user advice and customer support calls - the all-round IT Engineer if you like.

We have no doubt that your time working within our team, the training you will receive and experience of working with multiple & diverse IT Systems will result in you becoming a more accomplished 3<sup>rd</sup> line rated, top level IT Engineer able to face and solve any issue you come across – the ultimate engineer.

Future progression in the team would depend upon performance and aptitude in these roles.

In return for your input, you can be a part of an established and fast developing IT Company, gaining experience in a wide range of IT systems. Training is on offer and you'll be working within a relaxed but busy environment with a companywide profit-share scheme/company bonus plan, a mobile phone and possibly your own company car!

We are a small Team who perform at a very high level, working in a relaxed environment the ability to perform as part of an efficient Team is paramount to our companies ongoing success.