

Company: CNS IT Ltd – Business IT Support & Services

Location: Chester

Industries: IT Services/IT Consultancy

Job Type: Junior IT Support Engineer 1st/2nd line rated - Full Time - Permanent

Salary: Package of £20K to 25K per year + Bonus

- 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
- 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.

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 location:

- Preferably all candidates will live within approximately 25 miles of our HQ (CH1 6LT) and have a full driving license

Desired skills and Personal qualities:

- The ability to balance priorities and take responsibility for the completion of a task
- To be able to work independently and show initiative in providing a Service covering hardware, software and peripherals
- Self-motivated, with a strong commitment to teamwork and service
- Excellent interpersonal skills with the ability to communicate effectively with a wide range of people and personalities
- A common-sense approach and enthusiasm to learn
- The capacity to remain calm and to cope under pressure
- Troubleshooting skills, backed by a clear, analytical approach to problem-solving

Job Role:

- Reporting to the senior engineering team to help with current projects
- Evaluate, troubleshoot, test, and repair products that come in for refurbishment
- Configuration of New Equipment, installing software onto Servers, PC's & Laptops
- 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
- Customer Support, taking calls from customers and solving technical issues remotely
- Workshop Management:
 - Taking in deliveries & logging new stock into the CRM system
 - Removing HDD from old equipment and preparing for legal disposal
 - Keeping the workshop tidy with all equipment located neatly in its correct place
- Customer Support, taking jobs from the service desk and solving technical issues remotely
- Customer Support, helpdesk cover when required - taking calls from customers and solving technical issues remotely

Summary:

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 3rd 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.