

Job title	IT Support Engineer
Location	Oxford
Reporting to	Technical Director
Permanent or Contract	Permanent
Main job purpose	
<ul style="list-style-type: none"> To provide technical support to external clients according to established SLAs. 	
Duties and responsibilities	
<ul style="list-style-type: none"> To provide 1st line and some 2nd line technical support; answering support queries via phone and email. Travel onsite when required to undertake repair or installation tasks To offer a high degree of responsiveness for all support queries and adhere to company service management principles. To take ownership of user problems and be proactive when dealing with user issues. To log all calls on the call logging system and record all actions taken and discussions with customers.. Maintain a log of any unique software or hardware problems detected and solutions applied. To allocate more complex calls to the relevant IT Support member. To liaise with external technical support for specialist software problems that cannot be resolved in house. 	
Management responsibilities	
<ul style="list-style-type: none"> No management responsibilities 	
Skills / attributes required	
<ul style="list-style-type: none"> Strong 1st and some 2nd line support experience Previous experience supporting Windows operating systems including Windows server 2003/2008, Active Directory, Exchange and Windows 7/XP/Vista Experience of Antivirus, Backup System Recovery software an advantage Experience with using and troubleshooting Microsoft Outlook within a network environment (permissions, calendar sharing, delegation) Experience with using and troubleshooting Microsoft Office with emphasis on MS Word, MS Excel and MS PowerPoint. Solid understanding of PC hardware setup and configuration. Excellent telephone manner. MCP certification would be desirable. 	
Basic salary range	Up to £20,000 dependent on experience
Hours of employment	38 Hours per week between 08:00 – 18:00 Monday-Friday