



ROLE OVERVIEW	
Title:	IT Support Engineer (Bristol office and field based)
Department:	Field
Reporting to: (Line Manager, Location)	Regional Director, Bristol
Key Relationships:	Regional Director, Clients, Field Engineers, Service Desk and Programme Manager
Hours:	40 hours
Number of Direct Reports:	None
Salary:	£22,000 - £28,000, including, access to company vehicle, smartphone and laptop
Job summary:	<p>Infinium South West, part of Infinium IT Ltd has an opportunity for a highly motivated individual who wants to work in an exciting and dynamic environment. The successful candidate will be articulate, have great interpersonal skills and have a desire to keep learning new skills. With clients based all around the UK, mainly in leisure and hospitality industry, a clean driving license and the ability to work away from home for short periods is a necessity.</p> <p>The role is a combination of both desk based IT support / project support from our Bristol office and onsite field support.</p>
Responsibilities:	<p>Main Job Tasks and Responsibilities</p> <ul style="list-style-type: none"> - Achieve a high level of customer service and engagement - Desk based, supporting clients from the Bristol office - Attend customer sites and undertake IT scheduled and emergency works - Provide progress updates to users and customers - Support and manage the internal IT systems - Ensure customer sites and the wider IT teams are fully aware of any works undertaken - Be an IT expert, owning and managing all escalated tickets through to successful resolution



	<ul style="list-style-type: none"> - Support the IT service delivery function - Support the IT project delivery process - Support ticket management of client
<p>Job Requirements</p>	<p>The successful candidate must have:</p> <ul style="list-style-type: none"> - Ability to deliver a great customer service and understanding of Health & Safety processes - Good general IT support knowledge inclusive of installs, moves, changes (IMAC), Windows Operating systems, MS Office Suites including O365 and computer applications - Good field knowledge of networking – inclusive of WAN/LAN Wi-Fi hardware and technologies - Cat 5/6 cabling and terminations
<p>Systems Knowledge:</p>	<p>Detail user and administrative knowledge of:</p> <ul style="list-style-type: none"> - MS Windows Server Operating Systems - MS Server Applications inclusive of File, Print and Active Directory - Citrix Server and Remote Desktop Services - Experience with Routers, Firewalls, MPLS, VPN and general Networking - General Infrastructure Support including windows backups, event & alert management systems - Business Applications - Ticket management systems, MS Office inc Skype and O365 and awareness of EPOS
<p>Other Requirements:</p>	<p>To be successful candidate you must be able to:</p> <ul style="list-style-type: none"> - Work with clients around UK - On call work will be required on a rota basis - Some scheduled weekend/ bank holiday work may be required from time to time - Clean FULL Driving License

JOB DESCRIPTION – IT Engineer



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Ad-hoc tasks:	From time to time as deemed appropriate, ad hoc tasks will be assigned. These should be completed to the agreed standard and timescale.