
MANAGED SERVICE TECHNICIAN

The opportunity

Here at Computer Talk, we are looking for a talented and committed Support Technician to join our proactive support team. You will perform a key role in delivering our outstanding service to schools and business throughout Essex and the South East. You will be involved in all aspects of the service desk offering phone, remote, and on-site support.

For over 30 years, Computer Talk has offered tailor-made IT support and solutions to schools and businesses. We believe our personal touch and commitment to outstanding service sets us apart from some of the larger IT providers.

Role summary

Providing enthusiastic and proactive support to educational customers, primarily face to face on the customer's site. The successful candidate will be working with a small number of schools helping to manage the school's IT network and assisting users with day to day technical support issues. When not on-site with customers, providing remote support via telephone, email and remote desktop tools.

Duties and responsibilities

- Visiting customer's sites on a regular basis, acting as the first point of contact for technical support issues, managing the IT infrastructure.
- Respond to customer requests and assist them with hardware or software problems
- Log and address any software or hardware problems detected while on site
- Provide a high degree of customer service for all support issues, on-site or remotely
- Allocate more complex tickets to the relevant senior technicians
- Liaise with 3rd party supplier/solution providers to address customer tickets

Person specification

We are looking to recruit a customer-focused, technically minded person who wants to learn and develop their support skills to join a proactive and adaptable company who pride themselves on delivering outstanding customer service.

The ideal candidate will have experience of technical support in the education sector and have the same values and the rest of the company: a positive-minded people person who is committed to outstanding delivery of service by pushing the boundaries of what is offered and adding additional values of service to customers, someone who understands that the smallest detail can make the largest difference.

Skills/attributes required

- At least one year experience in a technical support role
- At least one year working in the educational sector
- Strong knowledge of Microsoft operating systems - 8.1/10

- Knowledge of networking fundamentals
- Understanding of key Windows Server Management tools – AD/GPO/DHCP/DNS
- Excellent telephone manner, face-to-face communication and written skills
- Good time management and ability to multi-task
- Beneficial - MCP certification

DBS clearance will be required for this role. Salary negotiable depending on skillset and experience. A full UK driving license and transportation is required for this role.