

# Job Description

<b>Job title:</b>	<b>IT Technician</b>
<b>Reporting to:</b>	IT Specialist
<b>Work location:</b>	Unit 30 Withybush Trading Estate, Haverfordwest, SA62 4BS or at client locations as required
<b>Salary:</b>	Starts at £16,500 rising to £17,000 after successful completion of probation period Rises again to £17,550 after a further 6 months (subject to satisfactory performance). Pay will subsequently be considered on a yearly basis in line with performance.
<b>Working pattern:</b>	Usually office hours, Monday to Friday. Shift/weekend work or on-call duties may be required, for which a rota will be published at least 7 days in advance..

## Role summary:

To design, specify, propose, install, repair and support effective and suitable ICT solutions for clients, ensuring queries are dealt with proactively, effectively and in a timely fashion in compliance with company policy and KPIs.

## Job responsibilities:

### Fulfilment

- Configure and install IP endpoints such as telephones, cameras, routers, switches and WiFi points
- Install data cabling and sockets, working at height and drilling holes where required
- Provide systems support both remotely and on-site, resolving issues or escalating as required
- Carry out maintenance visits to service existing equipment in line with manufacturer specifications

### Sales and Marketing

- Attend sales appointments, gathering information about customer requirements
- To build and present high-quality proposals for viable and suitable solutions
- To research and prepare content for distribution to customers through agreed marketing channels
- To establish, develop and maintain positive professional relationships with new and existing clients

### Administration

- Answer the telephone and handle email queries to the highest professional standards
- To use and update our PSA and similar systems, ensuring accurate and relevant data is recorded correctly
- Basic analysis of data such as profit margin and cost control

### General

- To comply with all relevant Health & Safety policies and legislation
- To undertake training and development activities as required
- To be familiar with the Company Policies and Procedures as held on the HR system
- To uphold the Equal Opportunities and Anti-Harassment and Bullying Policies, ensuring effective implementation in all aspects of work for the Company
- To act always within the Company Rules, Policies, Procedures, and any other statutory requirements
- To be proactive, bring ideas, suggestions and contribute to business improvement
- To attend staff and team meetings as required
- To undertake other duties and responsibilities as required. Staff are expected to work flexibly within their skill level to respond to changing priorities and ensure that customer needs and business objectives are met
- To procure the best value products and services as required
- To maintain an exceptional degree of customer service and ensure that customer queries are dealt with proactively, effectively and in a timely fashion



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## Desirable knowledge and experience:

- Excellent command of the English language with magnificent spelling, grammar and punctuation
- Excellent customer service skills with real commitment to delivering the best possible service
- Excellent interpersonal skills coupled with the ability to build strong customer relationships
- Basic knowledge of Microsoft based operating systems and software products
- Basic knowledge of the principles of cloud technology
- Basic knowledge of computer networking
- Basic knowledge of VoIP telephony
- Previous customer service experience, ideally in an IT environment
- Willingness and ability to continuously update professional knowledge of new technologies
- Excellent organisation and time management skills
- Ability to proactively analyse data and excellent problem-solving skills
- Ability to communicate in Welsh

## Our ideal candidate is:

- |                           |                  |                    |
|---------------------------|------------------|--------------------|
| • A people person         | • Clean and tidy | • Trustworthy      |
| • Reliable                | • Positive       | • Punctual         |
| • Motivated by success    | • Genuine        | • Confident        |
| • Happy to talk to anyone | • Proactive      | • Organised        |
| • Outgoing                | • Ambitious      | • Willing to learn |
| • Friendly                | • Responsive     | • Flexible         |

