

Job Description

Job title:	IT Installer (Casual)
Work location:	Unit 30 Withybush Trading Estate, Haverfordwest, SA62 4BS or at client locations as required
Salary:	£9.50 per hour
Working pattern:	Casual (zero-hours) contract – we will offer you work on an ad-hoc basis.

Role summary:

To help us install, maintain and repair ICT solutions for clients including (but not limited to) CCTV systems, telephone systems, structured cabling, fibre optic cabling and other such IT equipment.

Job responsibilities:

Role-specific

- 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
- To establish, develop and maintain positive professional relationships with new and existing clients
- 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

Generic

- 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 maintain an exceptional degree of customer service and ensure that customer queries are dealt with proactively, effectively and in a timely fashion

Desirable knowledge and experience:

- 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
- Excellent organisation and time management skills

Our ideal candidate is:

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|---------------------------|------------------|--------------------|
| • 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 |

