



## **Technical Support Engineer (in-house)**

The role will involve providing efficient remote support to customers and maintaining high customer service standards.

The ideal Candidate should have all/some of the following:

- Exchange (2003 / 2007/2008)
- Active Directory
- Windows (XP, Vista, 7)
- Networks TCP/IP, DNS, SBS
- Citrix
- VMWare
- Cisco
- MCP, MCSE, MCSA, MCIT, CCA, CCNA VCP.

### **Personal Attributes:**

- Friendly and reliable with good organisational skills
- Confident telephone manner and excellent communication skills
- Can work under pressure to deliver a high standard of service
- Proven track record within a service desk environment
- Experience in incident logging, handling, requests of various types and faults in an accurate and professional manner
- Be self motivated

