

## IT Support Engineer

**£16,000 - £19,000 - depending on experience**

We are a leading regional IT Solutions Provider and Sage Accredited Business Partner based in Hull. We are looking for an experienced IT Support Engineer to join our growing Technical Support team, providing advice, guidance and technical solutions to businesses including servers, desktop and network based solutions as well as assisting with internal projects and systems.

You must have experience working in an IT support role, have excellent customer service skills, be solution focused and be able to work to deadlines. You may be required to travel to visit clients so candidates should possess a full driving license.

As part of this role the successful candidate will be involved in the day to day support of our client base and internal departments as well as the introduction of new solutions that will improve business efficiency and effectiveness.

As is the nature of IT support you may be required to be flexible at times as you may be asked to work outside normal office hours to meet the needs of customers.

The successful candidate will also be offered opportunities for additional earnings in the form of sales commission and an on-call rota.

As a member of our team you will be responsible for

- 1st and 2<sup>nd</sup> line support
- Onsite visits for troubleshooting and installations
- Management of technical projects, reporting to the Technical Team Lead or IT Manager

Experience working with the following systems would be beneficial:

- Microsoft Operating Systems & Applications
- Microsoft Exchange
- Office 365
- Server 2008R2, 2012R2
- System Backups & Maintenance Procedures
- Anti-Virus Management and deployment

The organisation is willing to provide the successful candidate with training if they can demonstrate a good general understanding but lack technical experience in some of the areas above as well as use of a company vehicle.

**Job Type:** Permanent

**Working Hours:** Full Time – 40 Hrs. Mon-Fri

**Required experience:**

- Minimum of 2 years Technical Support Experience
- Very strong all round technical competence;

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