1st Line IT Support Engineer

Lithium systems are a dynamic IT services company based in Central Scotland with a relaxed, open and friendly atmosphere with a spirit of innovation at its heart. We offer a wide breadth of services to customers and believe in hiring only the best people, those who are bright, imaginative and have the motivation to make a valuable contribution.

Due to continued growth, we are recruiting 1st Line IT Support Engineers who will be responsible for providing 1st line support to our remote clients. Ideally this is an opportunity for a recent college or university graduate to start their career in IT with an innovative and exciting company.

You will join a vibrant and active team in an enjoyable working environment and as such, you will need excellent personable skills, an articulate approach and the ability to fit in. This role offers the chance to develop your skills around new and emerging technologies as well as ample scope for career advancement. The individual will be required to demonstrate to flexibility to learn new and emerging technologies.

Roles and responsibilities:

• Provide 1st line Support to Lithium clients via email, phone or remote access technologies.

• Preparation of hardware (Laptop/desktop and mobile device)

• Triage incoming tickets and action or escalate accordingly.

• 1st Line troubleshooting with a good knowledge of internet, Wi-Fi and mobile technologies.

• Use, maintain and add to our knowledge base of issues to aid future problem-solving.

You ideally have:

• IT qualification (BTEC, HNC/HND, Degree) and/or Microsoft certification (MCP, MCSA, MCSE)

• Experience of using and configuring email predominantly Office 365

• Understanding of basic networking including DNS & DHCP.

• Excellent knowledge of Windows 10 operating systems and MS Office Packages.

• Excellent communication skills in fluent English along with strong diagnostic skills

You are:

• Able to prioritise tasks whilst maintaining a clear customer focused approach

• Reliable and willing to meet customer demands

• Keen for new experience, responsibility and accountability

• Confident and have a professional telephone manner

• Able to work as part of a successful team

Salary range: £21k-£24k based on qualifications and experience.

Please send your CV along with a covering email to **recruitment@lithiumsystems.co.uk**