IT Support Engineer

Lithium systems are a dynamic IT Support company based in Central Scotland. We encourage a relaxed, open and friendly working environment and have a spirit of innovation in our core.

We deliver a full suite of IT & Telecom solutions to our clients and believe in hiring only the best people to deliver them, those who are bright, imaginative and have the motivation to make a valuable contribution.

Due to continued growth, we are recruiting an IT Support Engineer who will be responsible for providing exceptional support to our clients. Ideally this is an opportunity for someone looking to develop 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.

Roles and responsibilities:

• Provide IT Support to clients over the phone, via remote access technologies or in person on a client site.

• Firewall/Router troubleshooting with a good knowledge of internet, WiFi and mobile technologies.

• Monitor client's sites including management and reporting of Backups, Anti-Virus and OS patching.

• Use our call tracking platform to manage support calls and assess all incoming calls with regards to priority and skill requirements.

• Management of site documentation to ensure that it's accurate and up-to-date.

You ideally have:

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

• Experience of using and configuring email on iOS & Android.

• Understanding of basic networking inc DNS & DHCP.

• Excellent knowledge of desktop operating systems (Win 10) and Office 365.

• Excellent communication skills in fluent English along with strong diagnostic and troubleshooting 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 engaging with our clients, 3rd parties, other engineers as well as management

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

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