



KEVIN JAMES

technology designed to put you
in control



Technical Support Analyst Jobs



KJL are an Essex based IT solution provider supporting businesses across the UK both large and small, working within a number of sectors including automotive, construction and finance.

What skills do we supply to customers?

We are dedicated to solving problems effectively. That means bringing a high level of knowledge and skill to all of our work. We actively reward employees (contractors and full-time) who are able to reduce stress and delay for our customers.

Our portfolio of services includes full technical outsourcing for SMB, SME and corporate, technical support services, WAN network design, security and management, application development, cloud solutions & hosting, digital media solutions, VoIP and project management.



On-site training and

SUPPORT

About you: The Ideal Candidate.

Your 5+ years' experience will be essential to your work within a busy team. Your strong all round knowledge will be perfect for providing telephone and on-site technical support to customers throughout the UK. You will be involved in both field & desktop support, server support, AD management, networking, hardware diagnostics, and new client/project installations.



Main Responsibilities

- Ops support for service requests
- Fulfilment of Service Agreements (SOP / SLA)
- Incident management, client communication
- Ticket control and business liaison
- Troubleshooting / repairing desktop PC and laptops
- On-site Troubleshooting and problem-solving

Key Skills

Technical knowledge of Windows operating systems
Windows Server 2012+ experience (essential)
Microsoft Office support
Excellent communication skills

Networking experience (TCP/IP, switches, routers)
Strong analytical/problem-solving
Strong customer service skills

Whilst the company will offer Microsoft training, it is desirable that you already have at least 2 Microsoft certified qualifications. Full UK driving licence required.

To find out more, visit:
www.kjltd.co.uk

Email us at:
jobs@kjltd.co.uk

Or give us a call on:
01268 627111