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3rd Line Field Technician | Maidstone

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We are seeking a highly skilled and experienced Senior IT Field Technician to join our client. As a Senior IT Field Technician, you will be responsible for providing technical support and assistance to clients in the field. The ideal candidate will have a valid license and their own vehicle, as this position requires frequent travel to various client locations.

Key Responsibilities :

- Install, configure, and maintain computer systems and networks for clients
- Troubleshoot and resolve hardware, software, and network issues in a timely manner

Provide on-site support and training to clients

- Collaborate with the IT team to develop and implement solutions for clients
- Maintain accurate records of all support activities and documentation
- Keep up-to-date with industry trends and advancements in technology
- Travel to client locations as needed to provide support and deliver services
- Communicate effectively with clients to understand their needs and provide appropriate solutions
- Work independently and manage time effectively to meet deadlines and prioritize tasks
- Train and mentor junior technicians as needed

Requirements :

- Minimum of 5 years experience as an IT Field Technician
- Excellent technical skills and knowledge of computer systems, networking, and troubleshooting

- Strong customer service and communication skills
- Ability to work well under pressure and in a fast-paced environment
- Team player with excellent problem-solving skills
- Cyber essentials and GDPR security standard(snandatory)

Office 365 Cloud (Email, SharePoint, Teams, OneDrive)(mandatory)

Network Infrastructure maintenance and installations (Routers, Switche&P's, DHCP,

DNS, TCP/IP, Firewalls, VLAN's)

- Windows server 2016, 2019, 2020 Policies, Security Policies etc)

What's in it for you -

- Salary: 25,000 £45000 per year depending on experience
- 40 days paid holiday annually
- Partnerships scheme where you will receive a share in the profit of the business.
- Expense card for business travel

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