

## IT SUPPORT TECHNICIAN

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Company: 3D Personnel LTD

Location: Dromore

Category: management

IT SUPPORT TECHNICIAN,  
OMAGH.

This employer has been established for more than a decade and half and is a leading provider of managed IT services and cyber security to businesses and organisations primarily based across the NI and ROI regions, some of which operate on a global scale.

As they continue to expand, they are seeking to employ an additional SUPPORT TECHNICIAN

The successful candidate will be responsible to the Technical Director and your role will be to help determine customer needs; to install, maintain, operate, and configure computer hardware and software both internally and on customer sites; and to provide a variety of technical duties as required.

Our team of recruiters are seeking someone on behalf of this employer who will be capable of evaluating customer needs, installing new computers and software, and troubleshooting computer problems.

The role –Essential duties may include, but are not limited to, the following:

- Installation and configuration of software on network servers and PCs at customer premises.

It is anticipated that much of this work will involve Remote Desktop Services, Windows, and Cybersecurity solutions, although a variety of other software will also be involved from time to time.

- Installation of desktop, server, network and communications systems at customer premises.
- Installation of Cybersecurity systems.

- Provision of technical support, by telephone and at customer premises working with computer users to resolve problems and answer questions on a variety of hardware components and software programs.
- The planning, design and project management of new installations.
- The planning, specification and evaluation of technical projects.
- Assistance with the preparation and maintenance of a technical information knowledge base for use by the company and by other authorised external users.
- Maintain all documentation, relating to both internal and external customer projects, up-to-date and accessible internally.
- Troubleshooting system problems on customer sites, including the documentation of solutions for common problems.

Please note that this job description is subject to ongoing review as new demands and best working practices are considered, agreed and implemented.

What we are looking for –

5yrs+ Experience within the information and computer industry and you must have a driving Licence, access to a vehicle and insurance that covers business travel.

You should also have the below experience and Knowledge:

- Experience of installing, configuring & supporting Windows 2016, 2019, 2022 Server
- Experience of installing, configuring & supporting Windows 10/11
- Experience of installing, configuring & supporting HYPERV, VMWARE
- Experience of installing, configuring & supporting MS 365, Azure, Intune, SharePoint
- Experience of cyber security systems and knowledge of the products currently available.
- A sound knowledge of networking principles.
- Experience of installing, configuring & supporting security devices.

Other Skills we are seeking -

A high level of self-motivation together with a willingness to learn new skills.

A flexible and enthusiastic approach to the job.

Good problem solving and decision-making skills.

Can demonstrate exceptional levels of customer service and care.

Good communication, organisation and presentation skills including the ability to write clear and concise notes.

Strong time management and coordination skills.

Important JOB info –

Salary – competitive- £28-30k+ DOE and other great benefits –

Internal training on products and services will be provided.

Company Rewards scheme that staff can use to purchase prizes.

There is an end of year staff bonus.

There is a further staff bonus if the company achieves its annual target figures.

Everyone gets their Birthday off as a paid day.

Death in service cover will be arranged @ 2 x annual salary.

Health plan is available to all employees.

A hybrid working environment with WFH available, when required.

Salary Sacrifice Electric Car Scheme:

Full time hours/Permanent contact, your normal working hours will be Mon-Fri, 9.00am to 5:00pm.

Job ref. 13064.

For more information, please send your CV with a covering letter.

What next - apply now!

1. Send us your FULL & up to date CV by email.
2. Include a cover note/email highlighting your suitability for this role
3. Note, we only accept expressions of interest IF you already hold the legal right to work where the role is based and, meet the essential criteria for the role.

3D Personnel is operating as an Employment Agency and Business and equality is at the forefront of our operation. We provide equality of opportunity to everyone. You can review our Privacy Policy on the home page of our website. All information we process is rigorously monitored in line with all current G.D.P.R. regulations.

By submitting your details to us directly or via a recruitment website, you agree to us holding your information on file in confidence unless otherwise instructed to.

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