2nd / 3rd Line Technician - £22k– 28K

Description

We are looking for a 2nd Line / 3rd Line technician to provide fast and useful technical assistance. You will answer queries on technical issues and offer advice to solve them. An excellent technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution.

Responsibilities

•Perform remote troubleshooting through diagnostic techniques and pertinent questions

•Determine the best solution based on the issue

•Assist 1st / 2nd Line technicians

•Direct unresolved issues to the next level of support personnel

•Record events and problems and their resolution in logs

•Pass on any feedback or suggestions by customers to the appropriate internal team

•Identify and suggest possible improvements on procedures

Requirements

•Proven experience as a help desk technician

•Good understanding of computer systems, mobile devices and other tech products

•Ability to diagnose and resolve technical issues

•Proficiency in English

•Excellent communication skills

•Knowledge of Cisco & Huawei router & switch configuration desirable

•Full UK driving license not necessary but desirable.