

IT Support Technician

Company Background

Solarplicity are a leading provider of renewable solar PV technologies, helping homeowners as well as businesses throughout the United Kingdom to discover the benefits of cleaner, greener energy.

Solarplicity Ltd are seeking to recruit a bright and talented individual to join our IT team providing end-user technical support via email, remote desktop and on-site.

You will be focused with excellent communication skills as well as a strong technical troubleshooting ability.

You will ideally have desktop support experience working within a corporate environment including a minimum of 6 months' experience supporting Windows Operating systems. You will also have experience of MS Outlook clients, MS Office and have a basic knowledge of Apple devices (e.g. iPads, iPhones).

Main role

- Resolve any general IT issues within the company.
- PC, laptop repairs & maintenance.
- PC & laptop builds.
- Maintain and support internal telephone systems, printers and network.
- Demonstrate effective communication skills with all users to understand and diagnose technical issues. Working both under own initiative and as part of a team to troubleshoot IT issues through our helpdesk system and directly with employees.
- Proactive desktop and network monitoring.

Key requirements/ skills/experience

- GCSE in English and Maths (Grade A - C).
- Be highly computer literate.
- Excellent time management skills.
- Will have experience of Microsoft Operating systems (e.g. Windows 7 and 8)

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Desirable but not essential

- ICT qualification.
- Understanding of IT security (e.g. antivirus, firewalls etc.)

This is a great opportunity for candidates passionate about Technology to start your career.

To be considered for this role please submit your CV along with details of your expected salary and covering letter.

Hours

- 08:00 - 17:30
- Monday to Friday

Please send all applications to helen.rembence@solarplicity.com