

About us

Easy Group is a single-source provider of IT and communications solutions. Whatever the size or nature of our customer organisation, we have the depth and breadth of experience and expertise to create, manage and deliver solutions that fit the way they work - and the way they want to work. From memory upgrades to storage area networks and server virtualisation. From mobile phones to a sophisticated call centre, additional network points to resilient data centres.

Working for us

If you are fortunate enough to be successful with your application you will have the opportunity to work for a rapidly growing, forward thinking company. We are a closely knit team in a competitive and lively working environment. Confident and ambitious individuals will thrive within the Easy Group of Companies.

If you thrive under pressure and relish a challenge then Easy Group is the Employer for you. In return for your hard work and dedication we will provide you with fantastic benefits and progression opportunities.

How to apply

To apply for a vacancy with one of the Easy Group of companies please fully read this document. If you do not meet the essential criteria in the Person Specification it is unlikely you will be successful at the interview stage.

Once you have read the document please send your CV and Covering Letter to careers@easy.co.uk. Your covering letter should include why you want the job, why you think you are right person for the job and why the job is right for you.



Job Description

Company: Easy Computers	Title: Technical Services Engineer
Reports to: Operations Manager	Date: 02/06/2011
Salary Guide: £Negotiable depending on experience	Author: Dominic Easterby

Duties and Responsibilities

- You will be responsible for 1st and 2nd line tasks as well as providing a 3rd and final line of support for escalation.
- Investigate and resolve all escalated jobs.
- Provide excellent customer service at all times and ensure SLA's are met.
- Keep abreast of technological advancements and proactively introduce these to the business if there is a need or benefit.
- Visit client sites to troubleshoot and resolve issues that cannot be fixed remotely.
- Provide expertise and support to the sales team.
- With the support of the company maintain skill sets to an appropriate standard.

Accountabilities

- Accountable for the resolution of all escalated jobs and technical issues.
- Ensure SLA's are met on all jobs.

Skills / Attributes Required

- Must be fully customer focused with excellent people skills.
- Full clean U.K Driving licence.
- Be self motivated and proactive.
- Must be able to work well in a team and be comfortable transferring skills and knowledge to colleagues.
- Knowledge and experience of Microsoft Active Directory.
- Knowledge and experience of Microsoft Exchange Server.
- Knowledge and experience of Microsoft SQL Server.
- Knowledge and experience of Microsoft Windows 98/XP/Vista/7.
- Training and experience on Cisco networking.

Person Specification

Job Title: Technical Services Engineer

Department: Sales

E = Essential Competency

D = Desirable Competency

<u>Education, Training and Work Experience</u>	E	D
GCSE (Or equivalent) English and Maths Grade C or above	✓	
Experience of providing the final line of support/escalation	✓	
Experienced with face to face customer service and support	✓	
Experienced with remote customer service and support	✓	

<u>Technical Skills</u>	E	D
Microsoft Active Directory	✓	
Microsoft Exchange Server	✓	
Microsoft SQL Server	✓	
Microsoft Windows 98/XP/Vista/7	✓	
MCSE or MCSA Certification	✓	
CCNA (Cisco) Certification		✓
Avaya/Alcatel/Cisco Phone systems		✓
WLR3		✓

<u>Communication</u>	E	D
Communicates directly and confidently with all types of people at all levels, using the appropriate medium.	✓	
Deals with difficult situations and customers in a firm but fair way including delivering bad news.	✓	
Develops and maintains positive working relationships with customers and colleagues.	✓	
Articulate and accurate in all communication methods.	✓	

<u>Team Skills</u>	E	D
Willing and enthusiastic team player, but also works effectively on their own with their own initiative.	✓	
Prepared to be flexible and help out when necessary.	✓	
Develop links with people in other departments.	✓	

<u>Personal Qualities</u>	E	D
Adaptable/flexible to change.	✓	
Takes responsibility for their own actions, admits mistakes and tries to rectify them.	✓	
Self-motivated, delivering high quality work and service with minimum supervision.	✓	

<u>Organisational Skills</u>	E	D
Works well under pressure, remaining focused.	✓	
Demonstrates the ability to prioritise tasks.	✓	

<u>Business Awareness</u>	E	D
Understands their individual responsibility and accountability for Continual Improvement, Customer Care and Health & Safety.		✓
Consistently provides high quality service to colleagues and customers.	✓	

<u>Equality and Diversity</u>	E	D
Understanding of equality and the benefits that diversity can bring to the business.		✓
Ensures that equality is promoted and discrimination is tackled, both in employment and in service provision.	✓	

<u>Mobility</u>	E	D
Able to travel independently and effectively throughout the country.	✓	
Own car and driving licence.	✓	

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