

PC Technician

We are looking for an experienced PC Technician to compliment our existing technical team.

Working as the part of our Technical Services Team, we require a self-motivated person, with excellent telephone and problem-solving skills. Ideally, with previous experience in I.T. with knowledge of PCs, printers, Windows Desktop Operating Systems, PC and laptop configuration, with the ability to perform effective problem solving.

Previous experience in the building and deployment of, PCs, with associated maintenance services is key for a move into a progressive organisation with the provision of excellent services to our clients. Knowledge and experience of Apple equipment and Operating Systems will be a distinct advantage.

On a day to day basis, you will be involved in performing tasks that deliver products and services primarily to our Consumer clients. With a definite hands on approach you will also be involved with the building, repairing and servicing of PC's, laptops, printers and other peripherals, and provide telephone support assistance to our consumer clients. In doing this, you will be responsible for providing a high quality level of service to both internal and external customers alike and be able to identify and solve issues within the Technical Services team, who themselves specialise in the support & maintenance of our clients. At times on-site visits to our consumer clients may be required, which will be made in the company vehicles.

Entry requirements

- Excellent communication skills
- Ability to consult and communicate effectively, both written and verbal
- Good experience in supporting a wide range of IT users and systems
- Hands-on experience with equipment - laptops, desktop, printers and peripherals
- Knowledge of Microsoft Desktop Operating Systems and Microsoft Office products
- Excellent team player
- Proven trouble shooting skills
- Self-starter and highly motivated
- Honesty and reliability
- Excellent organisational skills
- Accuracy
- The ability to work on your own initiative and to tight deadlines
- Flexibility and adaptability to juggle a range of different tasks needing to be undertaken simultaneously
- An understanding of confidentiality issues and the use of discretion

Other Skills that would be an advantage

- An understanding of Apple technologies and support, in particular operation in a mixed Windows environment
- Experience with helpdesk systems, use, administration and reporting

Interested? – How to apply

Send a full CV, clearly stating the position you are applying for, and current salary by email to recruitment@ktdonline.com or by post to Diane Airey, KTD, Dowkers Lane, Kendal, Cumbria, LA9 4DN. Closing Date for applications: 28th February 2012

We are an equal opportunities employer