

1st line Support / Incident Agents

We are looking to give 4 lucky young professionals their first big break in IT. Being a well-established MSP with 14 years of experience we have the right structure in place to give any junior IT professional the platform to catapult their career.

Candidates must have minimum of CompTia A+ qualifications or similar. We are looking for someone who has a confidence in their abilities and an established level of IT knowledge.

Responsibilities include:

- Working on the Service Desk receiving and resolving support calls & emails
- Trusted to work autonomously
- Delivering a high level of customer service in an intense work environment
- Working on client site on a weekly basis
- Troubleshooting problems remotely and escalating internal service desk related issues to onsite technicians if required
- Providing work-arounds and solutions to get users working quickly
- Escalating advanced calls to more senior members of the IT Team
- Keeping users up to date on the progress of their issues.

Technologies supported include :

- Microsoft & Apple Operating Systems
- MS Office & Office365
- Desktop PC/mobile
- Android and iPhone devices

If you are interested in finding out more about this role please send a copy of your email over to fitzrecruitment@fitzroviait.com.