

IT Field Service Network Support Engineer

Name of Company: vbt
Address: Unit A Glencormack Business Park, Kilmacanogue, Co. Wicklow
Tel: 204 1000
Fax: 204 1002
Contact Name: Hilda Kenny
E-mail: hilda@vbt.ie
Website: www.vbt.ie

**vbt is a dedicated IT Solutions provider specialising in the following IT Solutions:
Network Support, IT Managed Services, Network Installations & Upgrades, Cloud Mail, On-line Backup, Hosted Server Management Solutions, Disaster Recovery & VoIP Phone Solutions**

We are recruiting for an experienced IT Field Service Network Support Engineer to join our IT Implementation & Support Team, responsible for providing Telephone/Remote Access Helpdesk Support, as well as onsite Support & Implementations for our expanding client base, located in the greater Dublin and North Wicklow areas. The successful candidate will work out of our offices in Kilmacanogue, which is located on the N11 south of Bray.

Candidate Profile:

- Previous experience in an IT Field Service role is an essential requirement
- Experience of Trouble-Shooting issues with Windows Server 2008/2012, Windows Small Business Server 2008/2011, Exchange Server 2007/2010/2013 and Office 365
- Experience of Installation & System Administration of Windows 7/8
- Experience of Routers, Firewalls and VPN Set-Up & Configuration
- Experience of Microsoft Office, Printers & Smart Phones
- Excellent problem solving and trouble-shooting skills
- Excellent communication skills with fluent spoken and written English
- Ability to take ownership of issues and follow through to resolution
- Must be team player with strong customer service focus and client facing skills
- Full clean Driving Licence is essential

Role & Responsibilities:

- Provide Telephone, Remote Access & Onsite Technical Support to Clients
- Installation & Configuration of Servers, PCs, Laptops, Routers, Printers etc.
- Trouble-shoot issues relating to Servers, PCs, Laptops and Printers to include Connectivity, Email, Security, Permissions, Data backups etc.
- Ensure excellent customer service is provided to Clients

Salary: Competitive salary depending on experience and qualifications. Company vehicle provided.