

## IT Support Engineer (Education)



**Field based covering the Bucks, Herts and London areas**

**Please note during the ongoing Covid pandemic this role would be based at one site. We are doing everything possible to keep our team safe and follow precautions.**

CST Ltd provides IT support services to over 400 clients ranging from small businesses, up to nationwide corporates. We have built our success on providing the highest level of service to form productive long-lasting relationships.

We are currently going through a strong period of growth and looking for great people to join our fantastic team in Wooburn Green. We work exceptionally hard in a rewarding and fun environment.

Candidates must have excellent customer service and troubleshooting skills. A real passion for technology and support is essential.

This is a field based role but you won't be expected to cover the whole area, our engineers are trained to cover no more than a couple of schools within the overall region. Ideally you will also be able to travel to our office in Wooburn Green as necessary.

### **The Role**

- To provide onsite IT support to schools
- Maintaining accurate time keeping and the ability to work in a team
- Escalating issues to the Resource Manager (when required) in a timely manner

### **Required Experience**

As the ideal candidate you will have experience in some of the following:

- Windows Server (2008 – 2019)
- Microsoft Exchange, Office365 and Active Directory Sync
- Active Directory, Group Policy Management and Print Management
- Remote Desktop Services
- Smoothwall and Sophos

### **Personal Attributes**

You should be able to demonstrate the following:

- Strong customer service skills
- Excellent and effective team player that can work across teams and take ownership of situations
- Ability to prioritise case load and manage time effectively
- Proactive approach to improving the quality of service we provide
- Ability to build strong relationships
- Ability to pass DBS checks

### **Remuneration**

- Competitive salary based on qualifications and experience
- Incentivised training