

IT Helpdesk Technician – September 2018

About The Company:

Commerce-Connections Ltd. was founded as an independent EDI/B2B service provider in 1999, to address the increasing demand for B2B software and services. We specialize in data transformation/transmission as well as automation/integration within our customers' IT systems. We are able to work with many technologies, from legacy systems, all the way up to new Industry 4.0 standards. Our main office is in Woking and in 2007 we expanded into Hong Kong with a fully-owned subsidiary.

The Role:

Currently, we are seeking an IT Helpdesk Technician to act as the first line of support to our customers. A successful candidate should be located, or be able to commute, to our office in Woking. For more information on our EDI products/services, please visit our website at <http://www.commerce-connections.com/>

Personal Qualities:

- Exceptional communication skills, both verbal and written
- Good interpersonal and customer care skills
- Excellent telephone manner
- Computer literate and a strong interest in IT
- Able to manage their own time and prioritize effectively
- Proven problem solving skills
- Skill at reading through event logs to troubleshoot problems
- Motivated, adaptable and dependable at all times
- An ability to assess each customer's/employee's IT knowledge levels
- The ability to explain clearly, even the most complicated ideas, to a non-technical audience

Key Duties:

- Answering and logging calls/emails received
- Gathering information from customers to pass on to higher level support
- Supporting customers using our web-based portal
- Supporting customers using our FTP client software
- Supporting a number of different devices (computers, laptops, tablets, smart phones)
- Ensure recording, documentation and closure of issues
- Helping customers fill in forms to connect them to retailers
- Writing newsletters
- Managing social media (Linkedin, Twitter, Google)
- General IT support of PC usage for other members of staff

Skills (required):

- Microsoft Office (Excel, Word, Powerpoint)
- Web Browsers (Chrome, Firefox, IE, Edge)
- Windows 7
- FTP clients (Filezilla)
- Social media

Skills (desired):

- IBM Notes
- Windows 10
- Image manipulation (Photoshop, GIMP)
- HTML and CSS
- Cisco IP phone

Qualifications:

The ideal candidate would have a minimum of one A-level (or equivalent) in an IT based field.

Moving forward:

The successful candidate will be put on a probation & training plan. Upon successful completion of the probationary period, a full time permanent position will be offered.

Job Title: IT Helpdesk Technician

Job Type: Permanent

Company Type: IT company

Hours: 40 hours per week

Starting Salary: £18,000K to £21,000K, dependent on experience

Location: Woking town centre (no free parking provided)

Culture: Professional, dynamic, upbeat, innovative

Benefits: 20 days holiday allowance (plus BH), pension contribution

Commerce-Connections is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.