Job Title: 1st Line Support Engineer

Location: London, UK

Salary: £25,000 - £30,000 per annum

Job Type: Full-time, Permanent

We are currently seeking a highly motivated and experienced 1st Line Support Engineer to join our dynamic team in London. The successful candidate will be responsible for providing first-class technical support to our clients, ensuring that their systems are running smoothly and efficiently.

Responsibilities:

* Responding to technical support queries via phone, email, and chat
* Troubleshooting hardware and software issues
* Diagnosing and resolving network and connectivity problems
* Installing and configuring software and hardware
* Maintaining accurate documentation of support requests and solutions

Requirements:

* Proven experience as a 1st Line Support Engineer or similar role
* Strong technical skills in Windows and Mac operating systems, networking, and hardware troubleshooting
* Excellent communication skills, both written and verbal
* Ability to work independently and as part of a team
* Flexibility to work occasional weekends and evenings

If you are passionate about technology and have a desire to work in a fast-paced, dynamic environment, we encourage you to apply for this exciting opportunity. Please submit your CV and cover letter for consideration.

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