Job Title: IT Support Technician

Location: Bristol, UK

Salary: £20,000 - £25,000 per annum

Our client, a growing IT services company, is seeking an IT Support Technician to join their team. The successful candidate will be responsible for providing technical support to clients and resolving technical issues remotely or on-site. This is a hands-on role, requiring excellent technical skills and the ability to work independently.

Responsibilities:

* Provide technical support to clients via phone, email, or on-site visits.
* Troubleshoot and resolve hardware and software issues.
* Install and configure software and hardware, including servers, workstations, and printers.
* Maintain and update computer systems and networks.
* Monitor system performance and ensure that it is running efficiently.
* Assist with the management of backups and disaster recovery systems.
* Escalate technical issues to senior engineers when necessary.

Requirements:

* A-levels or equivalent in IT or related field.
* Proven experience in providing technical support in a fast-paced environment.
* Excellent technical knowledge of hardware and software, including Windows operating systems and Microsoft Office.
* Experience in network troubleshooting and administration.
* Strong problem-solving and analytical skills.
* Excellent communication and interpersonal skills.
* Knowledge of cloud computing and virtualization technologies is a plus.
* Ability to work independently and manage multiple tasks simultaneously.

If you are an experienced IT Support Technician with excellent technical skills and a desire to work in a dynamic and fast-paced environment, we would love to hear from you. Please apply with your CV and a cover letter outlining your experience and suitability for the role.

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