

## **TECHNICIAN VACANCY AT COMM-TECH MARCH 2008**

Comm-tech provide a range of high quality ICT services to individuals and organisations in London UK, specialising in the Voluntary Sector. We are looking for an additional support engineer to work with our customers to enhance their systems, field support calls, develop and deploy new solutions for our growing client base.

### **PRIMARY RESPONSIBILITIES**

- First line telephone support for Windows 2000 / XP desktops. Dealing with very non-technical users, solving basic office productivity / e-mail and server issues.
- Network & Win2k/Linux server maintenance.

### **ESSENTIAL SKILLS**

- Complete fluency with the Windows Desktop (Win2000, XP) environment, and commonly used Office software, email clients and browsers.
- Basic Systems administration experience and maintenance of Windows Server 200x and Exchange.
- Familiarity and experience with Linux server administration, CLI and basic bash scripting.
- Familiarity with Mac OS X 10+ or Gnome/KDE.
- Basic understanding of TCP/IP frameworks, ethernet, routing, DHCP, DNS, HTTP, IMAP, POP3. The ability to troubleshoot a range of connectivity problems.
- Basic understanding of PC hardware Ability to carry out repairs and replacements of peripheral and internal hardware components.
- Good documentation skills, ability to document systems logically and clearly. Attention to detail.
- Excellent telephone manner, the ability to clearly and quickly diagnose computer problems remotely and take progressive action. First line-support skills.

### **DESIRABLE SKILLS**

- Skills with php, html and javascript.
- An understanding of your responsibility to society and the environment.
- Experience of, understanding and a clear commitment to Open Source Software.

### **OTHER REQUIREMENTS**

- A commitment to the Equal Opportunities policies of the organisation.
- An awareness of the importance of Health & Safety in the workplace.
- A commitment to client confidentiality and a willingness to sign a non-disclosure agreement.
- Ability to meet the task driven needs of the organisation with a flexible attitude to working hours.

The position is full time, working from our offices in SW2. You will be working with a dedicated and hard working team to ensure our valued customers get an excellent IT support service.

**Please email info at [comm-tech.org](mailto:info@comm-tech.org) for an application pack.**

**Deadline for applications 14th March 2008.**