

## **TECHNICIAN VACANCY AT COMM-TECH AUTUMN 2009**

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**

- Telephone and email support for Windows 2000 / XP / Linux / Mac desktops including mixed OS environments.
- Dealing both with technical and non-technical users, solving office productivity / e-mail and server configuration issues.
- Windows and Linux server set up, maintenance and development.
- Mentor to trainees and junior technicians.

### **ESSENTIAL SKILLS**

- Complete fluency with the Linux, Mac and Windows Desktop environment, and commonly used Office software, email clients and browsers.
- Familiarity with Mac OS X 10+ or Gnome/KDE.
- Basic Systems administration experience and maintenance of Windows Server 200x and Exchange.
- Familiarity and experience with Linux server administration, CLI and basic bash scripting.
- 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, css, 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 29<sup>th</sup> September 2009.