



2nd Line Technical Helpdesk Advisor

High Wycombe, England, United Kingdom * Full time

Are you a talented and motivated helpdesk professional? Committed to building a career in IT? If you think excellent communication skills and a genuine desire and commitment to help are just as important as fixing 'stuff', then we want you to contact us about joining our team in High Wycombe, and building your career in IT.

This is a career opportunity, not just a job. Building your career is what we do, join us on the helpdesk, get to know and understand the job, deliver excellence to our clients alongside your team and watch your career in IT take off.

The role is based at our High Wycombe office working as part of a great team. Primarily phone based and using remote connectivity, you will be responsible for solving clients' IT problems and feeling good about doing it. We are life savers to our clients, we don't fix, we enable.

Unlike other IT companies, we know that the helpdesk is the most important thing we do, you are the most important piece in our jigsaw, if you have client commitment at heart, we want you.

Complete I.T.'s clients work with us because we are the best, it's not what we do, it's how we do it. We are Thames Valley's premier provider of IT support services; our clients range from 10 to 300 users and use the very best technologies.

When the phone rings do you want to answer it, or do you want someone else to answer it? This is a 2nd line role but 2nd line with client care and commitment at its heart and desire to be first to the phone, to be the hero ... we roll our sleeves up, we get involved, we develop our technical skills, we are the best and that means that you have to be the best to come and play with us.

Requirements

You will have a minimum of 18 months experience in an IT support role with basic server admin/troubleshooting skills. You will also have basic knowledge of Microsoft Exchange, Firewall, virtualisation, Hyper V and 365 admin and troubleshooting skills.

You will ideally have 1 MCP qualification. We are looking for someone who can communicate effectively with clients and who is very organised - able to prioritise and manage your workload.

You will be a great team player, with excellent customer service skills. You will have a professional image and a genuine interest in technology and developing your skills in this area.

Benefits

We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we

provide internal and external technical and soft skills training and support our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.

**Please check out the privacy notice for candidates on our website - see link below:
<https://www.complete-it.co.uk/privacy-notice/>**