IT SUPPORT TECHNICIAN

SignVideo

Company Background:
We are the UK's leading Video Relay Services and Video Remote Interpreting provider. We provide British Sign Language (BSL) video interpreting services to enable communication between the community of over 150,000 deaf BSL users in the UK and hearing people.

Our relay service allows users to make and receive BSL interpreted video calls so that they can effectively and effortlessly communicate with each other. This happens through a professional video interpreter who relays the call between BSL and English.

This service is available instantly on tablets, smartphones, computers and laptops via apps and software. We are also a Video Remote Interpreting provider, offering BSL video interpretation on site, when two people are co-located.

Job Position Summary:
Due to further business expansion, we are now recruiting an additional IT support technician.

The role is to provide first line IT support to new and existing customers, assisting them with hardware and software issues as well as generic customer service enquiries via online chat, video phone and email.

Visit customer sites to provide training and if required, assist 3rd party technical staff.
Assist with the setup and installation of customer equipment.
Internal systems and software support
Desktop support to staff

Location
London & Manchester.
A proportion of remote working will be considered dependent on skills.

Skills
Essential Skills & Experience (and able to work on your own)
Able to install/uninstall/configuration of MS Windows, Apple macOS, Android and iOS platforms
Good analytical and problem solving skills
An in depth understanding of the software and equipment your customers/employees are using
Good interpersonal and customer care skills
Good accurate records keeping and CRM management
Good understanding of Firewall principles
Up-to-date technical knowledge
Good understanding of the IPv4 and IPv6 principles would be a distinct advantage
Native/Fluent British Sign Language user

Nice to have Skills & Experience
Understanding or experience in working with VoIP technologies (both Voice and Video)
Microsoft Server and/or any IT network administrator
Data Networking (including VLANs, VPNs & QoS) troubleshooting
Good understanding of Firewall configuration and administration
Technical Operation of cloud based platforms.

Salary
Competitive (based on skills & experience)

(Full-time/Part-time/Flexible time)

Closing date for applications: 14th January 2019.

If you are interested in applying for this position, contact us at jobs@signvideo.co.uk

Please provide a full description of how your skills and experience match the Essential Skills & Experience we are looking for. Please attach your CV and ensure that the job title 'IT Technician Support Ref:1801' is in the subject field.