

IT SUPPORT ENGINEER

**Full Time
Position**

Based in either Stoke-on-Trent or Derby

**Salary £18k
to £23k pa**

Vocare are seeking to appoint an IT Support Engineer to work within the Digital team who will provide IT Support to end users primarily by telephone, and ensure that support issues are resolved effectively and within agreed targets.



Within this role you will be responsible for routine daily administration and logging ICT faults, dealing with problems/requests in an effective and customer-focused manner, and delivering first class support wherever possible. Other duties would include the provision of assistance with hardware and software installations, planned upgrades and maintenance as delegated by senior members of the IT team, as well as creating, modifying and maintaining system user accounts.

Successful candidates will hold 5 GCSEs including English Language and Maths or a relevant Level 3 NVQ or equivalent. Ideal candidates will also have previous experience of working on all versions of Microsoft Windows and Microsoft office products. Excellent communication skills will also be essential for success within this role alongside an ability to communicate complex information face to face and by the telephone to individuals who are non technical.

Vocare are operational 24 hours a day, 7 days a week, 365 days a year and the working of various shift patterns to include weekends and public holidays will be required within this role.

For further information about this role please contact us:

Call 0300 013 4885 or email vocarerecruitment@vocare.nhs.uk



@Vocarecareers

Closing Date: 10th March 2019