

Position Overview Document

Team	Technical Support
Position	Technical Engineer
Report	Principal Consultant

Position Overview

Xicon has a team of Technical Engineers who provide managed IT services and undertake consultancy assignments for our customers. As our business grows an opportunity has arisen for a new Technical Engineer to join the existing team.

The successful candidate will be degree educated with at least 1 years work experience, must have a keen interest in technology, and aspire to provide the highest levels of customer service.

A positive approach and “can do” attitude is vital as is the thirst for new knowledge. Xicon will provide all necessary training, but the successful candidate will be able to demonstrate at interview a depth of knowledge and enthusiasm for the technologies and qualities as detailed below. There is no doubt that personality and communication skills will be key elements in deciding the suitability of the candidate.

Skill areas

Ideal Primary skills:

- Experience of providing IT Telephone Support
- Familiarity with Microsoft Office 2010
- Citrix Administration
- Microsoft Exchange 2010 Administration
- Windows Server 2008/Active Directory Administration
- Familiarity with VMware vCentre

Desirable Skills

- Database Administration (e.g. SQL Server)
- Unix Administration

Personal skills:

- Strong written and verbal communicator
- Team Player
- Self motivated
- Client facing
- Thorough
- Concerned with Quality
- Willing to be on call and potentially take part in a shift rota
- Willing to travel and work on site at customer’s premises
- Able to drive
- Practical and well organized
- Proactive approach to work

Salary is dependent on knowledge and experience

Please send CV’s to jobs@xicon.com

Xicon strives through it’s policies and working procedures to achieve Equal Opportunity in employment and the fair treatment of all employees regardless of their sex, colour, race, nationality or ethnic origin.