

IT / Broadband Engineer

Employer: Atlantek Computers

- Mayo, Ballina, Belmullet
- Salary TBC
- 6Mth contract renewable leading to full time position.
- CV to info@atlantek.net

Atlantek established in 1997 are a leading IT solutions & Broadband service provider with retail outlets in Ballina & Belmullet, Co. Mayo. We offer a diverse range of IT services and customised solutions to home, business and educational customers in Co Mayo ranging from computer/laptop repairs to wireless and fibre broadband solutions.

We currently have a position open for an IT Engineer based in our Ballina retail outlet with the requirement to travel to customers premises in the region to deliver broadband products and services. We are looking for a customer focused and highly motivated person who can take ownership of customer issues right through to a satisfactory resolution using their own initiative.

Responsibilities:

- Provide 1st and 2nd Line hardware and network support to customers, including diagnosing and troubleshooting hardware and software issues.
- Provide phone support for technical and sales calls as required.
- Manage all sales, stock & repair activities in the Ballina retail outlet.
- Take ownership of issues and ensure that the issue is resolved to customer satisfaction. Identify root cause and provide final solutions for regularly occurring issues.
- Discuss and agree customer requirements and assist the sales team in the timely compilation of sales quotations.
- Install wireless receivers outside customer premises as well as fibre and wireless broadband modems inside in line with defined installation procedures.
- Carry out all works in line with defined company work & Health/Safety procedures.
- Carry out broadband network upgrades and emergency maintenance activities as required.
- Installation and configuration of devices on-site where required (such as laptops, computers, printers etc).

- Ensure all in house customer management systems are always kept up to date.
- Carry out proactive preventative maintenance activities within customer sites as required.
- From time to time it will be necessary to work out of hours or from home for specific projects or support requirements.

Candidate Profile

- Minimum of 2 years' experience in a similar retail role with client-facing experience.
- Excellent interpersonal and communication skills.
- Excellent decision making, prioritization, and organizational skills.
- A confident knowledge in the installation & configuration of the following:
 - Microsoft Operating Systems, Microsoft Office, Anti-Virus software
 - Hard drive cloning, backup and data recovery tools
 - Computer, Laptop & printer hardware rebuild
- Strong technical troubleshooting and problem-solving skills.
- Microsoft/VMware/Cisco Certifications would be an advantage.
- Microsoft Azure / AWS experience would be an advantage.
- Computer Programming / Web design skills would be an advantage.
- Skills in tablet & phone configuration/repairs would be an advantage.
- Full Driver's License required.
- Eligible to work in Ireland without restrictions.

Skills:

Microsoft Windows, Server hardware, Operating system installation, Hardware Installation, Remote administration, Microsoft Servers, Network Support, Phone/Tablet repairs, Wireless router configuration, ability to work at heights to install wireless broadband receiver equipment, ability to use power tools.