

ITPS Ltd are a rapidly growing provider of IT solutions and services operating from a network of offices. With our head office based in Gateshead, in the North-East of England, approximately 80% of our business comes from customers in the North-East and North West of England and Yorkshire. ITPS has a sizeable, experienced and well-qualified workforce in the provision of ICT Solutions.

3rd Line Support (CCNA Specialist), Competitive Salary

A new opportunity has arisen for a 3rd Line Support (CCNA specialist) to working as part of our busy Service team. You will provide technical support to both our external and internal customers.

Reporting to the Helpdesk Team Leader you will be responsible for:

- Resolving all technical calls, ensuring minimum chance of reoccurrence
- Discussing/liasing with our external customers regarding resolution timeframes if it cannot be an immediate fix
- Making decisions regarding prioritising calls and understanding the implications of costs
- Supporting our 1st and 2nd line support staff with technical knowledge and experience
- Ensuring you understand when it is appropriate to escalate calls to the Team Leader/ Head of Service
- Escalating hardware calls/incidents and requesting on-site engineers visits to the Service Co-ordinator

To be successful in this role you will have:

- Excellent Customer Service skills
- Sound knowledge of networking principles (CCNA a must for this position)
- Be able to troubleshoot complex network connectivity issues
- Technical understanding of a business environment
- Experience of network technologies and solutions such as firewalls, VPN access and NAT
- Knowledge of all Microsoft Windows clients and servers
- Ability to research a problem and find a solution
- Confident dealing with people and being able to talk through an issue.
- Able to multi-task within a fluid and fast paced environment

This is a unique opportunity for a 3rd Line Support, who has a good technical understanding within a business environment. You will have excellent communication skills, dealing with all levels of the business; have the ability to work unsupervised and as part of a dedicated service team.

If you are interesting in applying for the position, please send a covering lettering including your current **salary and package** details to: Samantha Heppell, ITPS, Axwell House, Waterside Drive, Metrocentre East Business Park, Gateshead, NE11 9HU or e-mail samantha.heppell@itps.co.uk. Closing date for applications Friday 30 December 2011.