

Apply today!

Send your CV and cover letter to recruitment@solab.co.uk

Helpdesk 1st & 2nd Line Engineer

We are seeking a new Helpdesk 1st & 2nd Line Engineer to join our growing team!*

*(Job Spec on pg.2)

About Solab

Solab IT Services are a well-established Managed Services Provider (MSP) based in Aberdeen. We offer a complete portfolio of IT services to a wide variety of clients across Scotland and internationally

For more details, visit our website: <https://www.solab.co.uk>

Onboard Tracker™

Onboard Tracker is the market leading Crew management, Training and Competence software for Oil and Gas and tracks people attending more than 60% of the rigs in the UKCS and in 30 countries

For more details, visit our website: <https://onboardtracker.com>

We have an immediate vacancy for a Helpdesk / 1st Line Support Engineer. This is an exciting role with a progressive organisation.

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Helpdesk 1st & 2nd Line Engineer

RESPONSIBILITIES

- 1st response to phones in the office – hunt group to sales and admin team
- Answering helpdesk calls, raising tickets
- Managing tickets, ensuring timely response, escalation and closure
- Remote user support (PC, MS Office)
- Managing customer license renewals
- PC/Laptop builds
- Co-ordination of renewals form our renewals system.
- Production of the reminders, quotes and processing of SSL Certs, Anti Virus Quotes etc.

REQUIRED

- Knowledge of computer desktop environments (Windows 10, Windows 7)
- Knowledge of Microsoft Office suite (Office365 and Office 2016/2019)
- Analytical skills, troubleshooting
- Ability to follow instructions
- Multitasking and workload prioritisation
- Excellent English language skills - both oral and written
- Current right to work in the UK

IN ADDITION TO THIS THE ROLE WILL INCLUDE:

- Software Testing – needs attention to detail
- 1st Line on Onboard Tracker support calls

Very advantageous :

Knowledge of offshore / marine crewing
Knowledge of offshore training and certification

ADVANTAGEOUS

- Previous experience with helpdesk systems/ environments
- Knowledge of mobile devices (laptops, tablets mobile phones)
- Active Directory administration experience
- MS Server (2016/2019) administration
- Internet connection troubleshooting/ networking knowledge (TCP/IP)
- Driving licence

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