



Job Title: Frontline Support Engineer
Full time, permanent

Salary: €28,000 - €32,000

Hours: 08:30 – 17:00 Mon-Thu
08:30 – 16:00 Fri

Apply with CV to: careers@enterpriseimagingystems.com

Job Description:

Enterprise Imaging Systems work in a business to business environment providing our own document management software to over 1000 companies across Ireland & the UK.

This role is for a frontline support engineer working on our helpdesk, providing assistance for customers using our software.

Responsibilities:

As a member of our application support team, you will be responsible for resolving issues logged by our customers via our support portal. These can include faulty hardware, application problems, user training etc.

We work as a team and you will always have backup to help out if needed. Training on our core applications is available along with technical documentation and training videos.

You will be expected to resolve calls efficiently and where needed you will talk directly to the customer to both analyse the problem and provide the resolution.

Required Skills:

- 2 years' experience working in an IT role
- IT related qualification or certification
- Proven problem solving ability
- Good communication skills

Desirable Skills:

- Knowledge of how to diagnose issues in Windows
- Windows Server operating system
- Ability to troubleshoot software and hardware problems
- SQL/T-SQL
- Experience in Microsoft SQL Server
- Good understanding of networks
- Microsoft certifications

Get in touch

