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Job Description

Support Technician

2022

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The Support Technician role focuses on using the person's experience and skills to provide high quality service to clients, while working with onsite customers.

This position is ideal for someone with an interest or knowledge in Web Development and Information Technology. This job will give you the opportunity to further your skills through self-paced learning, client support and client projects.

Required Knowledge

- Understanding of Databases (MySQL is preferable but not necessary)
- Knowledge of HTML and CSS
- Knowledge of JavaScript
- Knowledge of Server Side Languages (PHP is preferable)

- Knowledge of Windows Desktop Environments (Windows 7 and above)
- Understanding of Windows Server Environments (Windows Server 2008 R2 and above)
- Knowledge of Microsoft Office Products
- Understanding of IT Security, Security Software, Firewalls
- Basic knowledge of Networking and Network Devices.

Roles and Responsibilities of Employees at SDL Technology

Specific Responsibilities

- Complete any tasks the company manager has set for the day
- Complete any tasks other team members have set for the day
- Look for potential clients
- Provide Onsite and Remote Support for Clients
- Provide advice and recommendations for Technology Solutions for clients
- Making basic configuration changes on supported systems.
- Troubleshoot and analyse to find solutions to technical issues

General Responsibilities

- Greeting customers who enter the office
- Provide support for customers in office
- Assisting customers to find the goods and products they are looking for
- Giving advice and guidance to customers
- Being responsible for processing payments
- Receiving any phone calls, packages or letters
- Keeping the office clean and tidy
- Responsible for security within the office

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Personal Skills required for this Position

- A friendly and engaging personality
- Helpful and polite manner
- Individuals must display and perform in a confident manner
- Be comfortable working with members of the public
- Able to work as part of a team
- Complete tasks to a high standard by set deadlines
- Individuals should be of a smart appearance and articulate
- Individuals should be physically fit as they may be required on occasions to lift / move stock

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