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# Job Details: Junior Technical Engineer (IT Support)

## Your Guide to the Role

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### **Disclaimer:**

The information contained in this document is offered unrestricted to provide background information to assist you in understanding the job opportunity and role available. It is not binding and does not form part of any agreement to offer a position, and is subject to withdrawal, change or modification at any time without notice.

## Job Role: Junior Technical Engineer

Technical Engineers are responsible for providing technical assistance to customers, building and setting up systems, servers and IT services, and assisting senior engineers with more complex projects.

We're looking for someone who wishes to be trained and learn the ropes, starting from the basics and becoming a full-time, valued member of the team, ultimately able to progress as skills and capabilities improve as you "learn the trade".

VPW Systems are based in the City Centre of Exeter and provide a "one stop shop" IT & Technology service to small businesses providing anything from Phone Services to Cloud Technology. Working as part of a small team in an independently owned IT company, you'll be expected to carry out a range of duties and tasks, have a flexible approach and be adaptable to new ideas, embrace changes and improvements, and have a can-do attitude to making things happen.

This role is for a full time position joining the team based in Exeter and working with the senior technical engineers in the IT Support & Service Delivery areas.

# 1. Roles & Responsibilities – Junior Technical Engineer

You will be working alongside the existing Technical Engineering and Support Team in Exeter.

## **You'll typically find this includes:**

- Learning how to setup computer systems, servers, networks and services that customers order
- Taking calls and logging incidents on our technical helpdesk
- Providing “first line” technical assistance to incoming queries, resolving queries where possible, or escalating to senior engineers. Acting as a primary point of call for new queries that can avoid poor use of more limited engineering resource elsewhere.
- Providing assistance to the senior engineers with larger projects – helping setup systems and services, taking care of aspects of the installations enabling better use of engineering team resources.
- Configuring accounts, logins and infrastructure that is used by customers, from E-Mail Services and Web Hosting to Remote Access and Connectivity Services.
- Providing a “meet and greet” for any visitors with meetings, including providing refreshments to them as appropriate.
- Calling customers to diagnose issues, confirm resolution of issues or otherwise communicating progress reports
- Assisting with “on-site” installations and works.

You may also be asked to help with other duties as well as general day-to-day requests typically found in a small business where flexibility is required.

### General Capability:

You'll need to have a friendly approach and have patience and the ability to stay calm under pressure. You must be efficient, conscientious and believe that doing things properly matters. It's ideal if you have some experience in IT – even if that's helping other people fix computers and can demonstrate that you have a keen eye for learning and genuinely fixing problems.

However, to be successful, you need to understand the role is not just about fixing computers, but also communicating with customers, and knowing how to give them the right advice and assistance, especially when they may be frustrated by a problem or have little technical understanding themselves.

Therefore, we consider it highly desirable if you have:

- Experience in customer facing roles – especially any “business to business” scenarios
- Excellent telephone manner
- Professional, methodical approach
- Reliability and Trustworthiness

### Technical Capability

As this role is for a technical engineer, we would expect you to have a reasonable existing capability in using computers generally – so you should be aware of how computers work, how to use software such as Windows, Microsoft Office. It's even better if you have any understanding of networks, servers and so on, since you'll be learning and using systems that require networking and server infrastructure all the time.

### Desirable:

- Having a full UK Driving License is preferable. It is not absolutely required at this level, but it would be helpful and give us the ability to offer you more opportunities.
- Any experience in IT and Technology, or any qualifications through education
- A direct interest in IT and Technology, extending to a desire to learn outside of a working environment to supplement and boost your knowledge and expertise.

## 2. General Duties for All Staff

As a small company, everyone is expected to be part of the team, and to take responsibility and help out with general duties that help keep the office environment a nice place to be and ensure everyone enjoys coming to work. These aren't formal responsibilities, but when you work here it's an implied part of any role that you take with us – and this applies to ALL staff, regardless of the job role, title or position they hold – everyone is treated the same.

Therefore it's essential you're prepared to be flexible, and you might be involved in basic tasks such as loading dishwashers, hovering and other basic "upkeep" tasks.

Equally, you might be asked from time to time help with something a little unusual – we won't ever ask you to do something you're clearly not able to do (eg. because you're not trained, aren't qualified to do or would obviously be unsafe to do so) but we do ask you display a "can do" approach and recognise that working in a small team means you'll need to "chip in" and function as part of that team.

By doing so, you'll enjoy coming to work and you'll be respected and valued by the entire team, regardless of job position or title.

## 3. Salary, Benefits and Details

### **Type:**

Permanent Position, subject to successful completion of probationary period.

### **Hours:**

A full time position, typically 9am to 5pm, Monday to Friday, although we can offer limited flexibility on hours for the right candidate. There is a potential for some overtime or weekend hours from time to time due to customer demand or requirements. Due to the nature of the work, you would need to be able to work in the normal “office hours” window, and this role is not suitable for remote/home working.

### **Salary:**

For a candidate of 21 or more, the effective starting hourly rate of between £7.50 and £8.75 depending on experience and existing capability. We'll review this on a regular basis as you progress, in line with our normal appraisals and remuneration policies. If you are under 21, we may discuss different arrangements with you depending on your existing situation.

### **Training:**

The successful candidate will receive training from our team, both giving general IT knowledge and skills as well as customer or VPW specific capability. In addition, after you have been with us for a reasonable period of time and have successfully demonstrated your abilities, we will offer the opportunity to gain a certification in a relevant area (typically a Microsoft Certified Professional certification) to further enhance your knowledge. Additional training will be considered as part of your on-going assessment and appraisals in line with standard company policy.

### **Pension:**

The company has a pension scheme which all employees are eligible to be in subject to the usual terms and conditions, which will be discussed with you. The company provides a contribution.

### **Holiday & Leave:**

The amount you receive is an effective 32 days per year (currently made up of 24 days, plus 8 Bank & Public Holidays)

### **Lunch & Breaks:**

Everyone receives a proper lunch break – the timing will be determined with your line manager, and may be based around support and role demands to ensure we can maintain coverage of our support functions at all times.

**Other Benefits:**

Other benefits are made available from time to time and may be discussed on a case by case basis, subject to our equal opportunities and equal & fair treatment policy. This can include things central to what we do as a business – such as broadband and technology benefits.

**Location:**

You'll be based in our City Centre Offices in Exeter. There is no parking available at the office, but you're < 5 minutes from the High Street for buses, < 10 minutes from Central Station and have easy options to reach us.



## 4. How to Apply

**NOTE: We do not accept applications via, or from agencies. If you are an agency, do not contact us.**

**To apply for this position, you must follow these instructions:**

- You'll need an up to date, honest C.V. that shows us what you've been doing (employment & education history), and where your experience is relevant to the role. Don't embellish your capability.
- Include a covering letter, or just put the covering note in the e-mail itself. Tell us why you want the position, be honest. Tell us what you think you would enjoy, and how you think you would be a good fit – sell yourself to us.
- Tell us when you are available to talk to, and when you would be likely available for any interview should we be able to offer you one. We appreciate you may be in employment already.
- Make sure nothing in your application uses the "Algerian" or "Comic Sans" font – if you don't know what this is, you probably aren't a good fit for this role.
- Tell us a little about what you've done or know now so we can get an idea of who you are and what you can bring to the company, as well as helping us think how we could offer you the best opportunity to "learn the ropes"
- Please indicate the salary level and experience level you believe you are at.
- If you have any queries or questions, please feel free to ask them in your initial application.
- Send your application to: [jobs2014tech@vpwsys.net](mailto:jobs2014tech@vpwsys.net) with the subject line including your Name, Contact Number, and the Job Title.

**Please note that failure to follow these instructions means we are unlikely to accept your application.**

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