



Junior IT Technician

Headquartered in Bermuda, the CCS Group has been delivering complex IT solutions in Bermuda, the Caribbean, North America and Europe for over 30 years. Since its inception CCS has maintained its competitive advantage by providing innovative, leading edge technologies with expert professional services and on-going support.

CCS is looking for an enthusiastic Junior IT professional to join CCS' Server Storage and Virtualisation Division. The successful candidate must be comfortable working in a diverse customer service in providing high-quality technical services to a sophisticated client base.

Key Responsibilities:

- Monitor the internal ticketing systems at customers' sites. Completing basic support requests where appropriate
- Executing and escalating telephony, infrastructure and networking support
- Create user accounts, manage permissions and passwords
- Monitor responses to requests raised with the Support Helpdesk and to provide remote-hands support for queries in a timely manner
- Support the in-house IT team with basic requests, changing printer toner, replacing cables, setting up projectors and moving computers
- Maintain our high standards regarding customer communications and service
- Maintain an up-to-date knowledge of current operating systems and standard software packages
- Engage in training opportunities to further develop skills and knowledge in key areas such as desktop support, networking and operating systems
- Complete any other tasks as requested by the Server and Storage Consultant and Management

Minimum Qualifications, Skills, Experience:

- Bachelor's degree in Computer Science or equivalent experience and certifications
- 3 years' experience in a similar role
- Aptitude and willingness to grow with the company
- Ability to work independently and balance multiple priorities
- Strong analytical skills to understand business requirements
- Effective communication skills; listening, written and verbal; ability to communicate
- Proven ability to work efficiently in a demanding and fast paced environment

Interested applicants should apply with résumé and references to:

BAS Group Manager
Via recruitment@basg.bm

Closing date for application: April 12, 2019

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