CCS Group
LIMITED

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 IT professional to join CCS' Server Storage and Virtualisation Division as an IT Technician. 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 and completing support requests where appropriated
*   Executing and escalating infrastructure 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
*   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 Service Manager

Minimum Qualifications, Skills, Experience:

*   Vendor-related certifications such as Cisco and Microsoft
*   Past experience in a similar or customer support 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

All enquiries will be dealt with in strict confidence.
Interested applicants that meet the listed criteria should apply with resume and references to: **careers@ccs.bm**
Previous applicants need not apply

Closing date for applications: 21 July 2022

www.ccs.bm

CCS is a part of EEG Group of Companies