

Job Description



- Title:** **IT Support Engineer**
- Purpose:** The position is to provide a range of IT support services to the company. This will necessitate duties performed either independently or as part of a team in conjunction with other Company employees.
- Reporting To:** The IT Support Engineer will be part of the Software Engineering Department and will report directly to the person responsible for IT at TQC.
- Responsibilities:** To provide IT Support services to TQC Ltd. This will necessitate taking some technical responsibility for IT systems at TQC particularly related to system specification, software installation and configuration, data backup and security user training, user support and documentation.
- Attend internal and external meetings.
- To work in accordance with TQC policies and procedures. You will also be expected to comply with current safe working practises and all relevant standards in your work, (e.g. Health and Safety Executive, British Standards, other TQC internal standards and procedures etc).
- Typical responsibilities of this roles are:
- Windows server administration.
 - User support with MS Office applications, 2D and 3D CAD and some Cloud based admin systems.
 - General Local Area Network administration and user support.
 - Installation of new hardware systems and software, software configuration and user training.
 - Email support (including antivirus / antispam) currently using Exchange online.
 - Provide systems documentation using Desk Top PC methods. All normal installation and support tasks must be documented in order to ensure consistency across all systems and for all users. Some documentation is posted to a searchable intranet.
 - Support broadband internet access and associated security (firewall).
 - Some limited Linux server administration and integration into a Windows environment.
 - Remote access support.
 - Web site development support including some CMS and database driven developments on our own public web server.
 - Opportunity to be involved in Software development as part of the Software Engineering Team.
- Other Duties:** From time to time you may be asked to perform other duties. A flexible approach will be expected in tackling any requirement that should arise.
- Location:** The normal location for work will be TQC Ltd, Hooton Street, Carlton Road, Nottingham NG3 2NJ.