

Alpha Scan Limited are managed IT support company based in Romsey, Hampshire providing IT solutions, VoIP and Cloud services to businesses across the South Coast.

We have a new and urgent requirement for an enthusiastic and motivated IT Helpdesk Analyst to join our close knit team based at our offices in Romsey

Successful applicants will ideally have most if not all of the following commercial experience

- Thorough knowledge of Microsoft O/S and Desktop applications
- Proven track record of supporting Networks of various scales
- Managed Services or client facing environment exposure
- Autotask PSA
- Watchguard and Draytek firewalls
- Webroot Anti-Virus

Candidates with experience supporting Altara, Solarwinds or StorageCraft would be a real bonus but not essential and at the same time candidates possessing the right level of character but missing some of the above drivers will STILL be considered.

You will need to be able to work unsupervised, possess excellent telephone and customer service skills, appreciate how to deal with business customers and take ownership of tasks undertaken.

Here at Alphascan we work with a variety of clients and kit so the role will really allow the successful candidate to learn new skills and gain exposure to new technologies, and fast.

Analysts and Engineers here are always encouraged to try and work out and resolve issues for themselves so it's not always a case of just escalating to the more Senior Techs, again, taking ownership here is key.

We actively encourage our staff here to improve themselves both technically and from a commercial perspective so alongside some hands on training in house we will also provide a certain allowance per staff member for them to embark on industry certifications including CompTia, MCP's, Microsoft Azure and the like.

Possessing a driving licence whilst not essential to start with would be considered an advantage as the role will involve visiting client's sites as and when required. Van and fuel card provided.

Your career prospects here are very good, with the opportunity to progress rapidly through a hands on approach.