



CAREERS

IT Helpdesk Support

About Euro Systems

We at [Euro Systems](#) are one of the UK's leading independent IT providers. We are based in Glasgow, Scotland, with offices across the UK. We pride ourselves on providing IT support and telecommunication solutions that are first-class and cost-effective for our clients.

Job Role: IT Helpdesk Support

We are currently recruiting for a technical **IT Helpdesk Support specialist**. You will have experience in a similar role and will be joining a highly motivated and dynamic team based in Glasgow.

We are a pro-active and exciting team with a high work ethic - you must be willing to go the extra mile. In reward, we keep a relaxed working environment and focus on our internal culture and rewarding our people.

Responsibilities

- Responsible for providing IT support via telephone and remote support software.
- Working to a fixed-time scale.
- Windows Server and network troubleshooting.
- Providing a high level of customer service to a wide range of users, including those with minimal IT knowledge.
- Liaison with 3rd party software vendors where required.

As part of a close-knit IT helpdesk, you will be working with over 300 clients in many sectors of the private business environment.

Essential Skills / Experience

- Great Customer relationship skills.

- Task orientated and Self-motivated.
- Experience with Microsoft Windows.
- Ability to multi-task and work to a schedule.
- Experience of Microsoft Application Support (such as Microsoft Office Suite).
- Desktop, Laptop & Printer troubleshooting.
- Anti-Virus solutions experience.
- Proactive and self-motivated.

Benefits

As well as a competitive salary and benefits package, we offer excellent career progression opportunities.

- Relaxed, fun and fast-paced environment, where we value pushing our engineers forward.
- Career development and training plans for all team members.
- 30 days holiday.
- Contributory pension scheme.
- Regular company social activities.

Please note this role is based in our Glasgow office.

To find out more about the role and apply, please contact: James Glancy
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