



Capital Document Solutions IT Installer, Aberdeen

Role Description and Background

Capital Document Solutions are Scotland's leading provider of Document Solutions, Multi-Function Devices, Printers and Scanners.

We work with a wide range of partners including Ricoh, Konica Minolta, Canon and HP to provide industry leading solutions to our clients throughout the UK.

Our Services teams are responsible for the delivery of this service and we are currently recruiting for an IT Installer with relevant industry experience to join our growing team in Aberdeen.

Key Duties:

- To provide fast and seamless installations of hardware devices to clients' premises. Including setting up on clients' network and providing basic training.
- Provide support to the workshop in relation to setting up devices ready for connecting to clients' networks. Including adhering to company standard setup templates.
- To support our Client Support team with any network issues that may occur during a training session or arise from client queries.
- To attend any relevant training courses, on hardware delivered in-house or carried out by manufacturers or software vendors.
- To maintain a comprehensive working knowledge of our full range of hardware products including all aspects of installation, updates and trouble-shooting procedures.
- Effective diary planning and time management.
- Adhere to all company policies, procedures, work methods and staff/user handbooks contained within the BMS.

Your Skills and Experience

- Skilled in driving work vans and ability to use company stair crawlers (will need a full, clean, UK driving licence)
- Advanced Connectivity and Hardware Integration of Embedded solutions
- Excellent knowledge of Network protocols, DHCP, DNS etc.
- Ability to identify problems, fault find and carry out corrective actions.
- Good customer service skills and professional manner in all communications
- Basic knowledge of customer training requirements
- Excellent organisational skills including diary planning and time management

What we can offer you

- Attractive salary and benefits package
- Training, mentoring and development with leading product range and back up of our support services

How to apply

Please send your CV and a cover note telling us why you have the potential to excel in this role and what you will bring to us in terms of your experience and background, to:

Judith Adamson, People Manager
jadamson@capital-solutions.co.uk