



Systems Configuration Technician - Job Description
(Last updated October - 2019)

InVentry Ltd is a fast-growing technology company specialising in the development and provision of touch screen school management solutions. We provide end to end installation and support services for our customers.

Department	Standard Projects
Reporting to	Jordan Ellis
Hours	40hrs (8:30am – 5pm)
Salary	
Purpose	The role is designed to take ownership of configuring customers equipment to a specific standard, outlined by our project managers.
Main Duties	<ul style="list-style-type: none">• Will analyse a PID (Project Implementation Document) created by the project manager and will then configure customers equipment to these specifications• Will manage the creation of customers equipment licenses and anywhere ID accounts (customers unique accounts)• Will create/ set up signing in screens for sales/ marketing corporate events• Will carry out fault finding on returned customer equipment and will create a diagnostic report. This will include taking the equipment apart and re-assembling it once the diagnostics has been complete.• Will update/ track the progress of customers 'equipment set up' on Microsoft Dynamics CRM• When required, will work alongside our warehouse staff to package customer equipment (once configured)
Required skills and qualifications	<ul style="list-style-type: none">• The ability to fault find/ resolve network related issues on Windows based computers (mainly when the computer is disconnected from the internet)• Good knowledge of Microsoft Windows in general, particularly Outlook• Proactive, efficient and able to work independently as well as part of a team• Good organisational skills, with the ability to meet deadlines• Ability to multitask• Ability to provide informative updates on the work that's been carried out• Able to act upon feedback

