



ENGINEER - Job Description **(Last updated July 2020)**

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	Implementations
Reporting to	Lead Engineer
Hours	40 hours per week
Salary	Competitive
Purpose	This role is designed to be field based, working on customer sites to install the InVentry products, as well as training the customer on how to use the product.
Main Duties	<ul style="list-style-type: none">• Preparing job packs ready for installs and imaging new systems• On-site installation of the InVentry visitor management products. This will include:<ul style="list-style-type: none">- the physical fixing of the system- configuring the software- integration of the unit into the customer's existing network• On-site installation of other software based InVentry products.• Spending time on the support desks dealing with customer issues via telephone, e-mail and remote support tools.• Assist in the testing of new software releases.• Provide in house support for other employees as required.• Conduct van checks, submitting paperwork on a weekly basis confirming that the van complies with all legal requirements.• Available for site visits as required for troubleshooting and resolution of issues.• Complete all documentations of installs and site visits before signing off and uploading to Zendesk.
Required skills	<p>This job role requires the following:</p> <ul style="list-style-type: none">• A good technical understanding of Windows desktop and server operating systems.• A technical understanding of common networking technologies such as Cat5, Switches, hubs, power injectors etc.• Previous experience of working in a ICT support related environment• Confident in the use of power/hand tools to allow the physical installation/fixing of InVentry products (training will be provided).• Confident in dealing and speaking with customers in a polite, courteous and professional manner.• Ability to confidently deliver training sessions to small groups of customers.• InVentry sells products nationally so a willingness to travel significant distances with overnight stays is also required.

