**Wireless CCTV, LLC (“WCCTV”)** located in Richardson, Texas, is a subsidiary of Wireless CCTV Ltd originally established and located in the UK. WCCTV is the market leader for rapid deployment, mobile surveillance systems specifically designed to deliver video securely and efficiently via 4G LTE networks. (<https://www.wcctv.com/>).

In 2021, the Private Equity Firm **LDC**, made a **substantial investment** into WCCTV. This investment will allow us to **rapidly scale and grow** in the United States and continue our services as a market leader. In addition to this investment, WCCTV has been named as **the overall winner** of the ***10 Ones to Watch* in The Sunday Times BDO Profit Track 100 in the UK**. Published annually, the Sunday Times BDO Profit Track 100 recognizes Britain's private companies with the fastest growing profits.

**The Company prides itself on developing innovative, customer-focused products and providing world-class customer support services.** The Company's range of video surveillance solutions includes:

* Rapid deployment pole cameras
* Mobile surveillance trailers
* Body cameras
* Time lapse video services

**The Job Opportunity: IT Support Technician**

Primary responsibility of the position is to provide PC-based hardware/software support and maintenance issues, including installation, setup, diagnostics, troubleshooting, and repair of desktop/laptop computers, various peripheral hardware such as printers, scanners, and various business-related devices to WCCTV’s USA employees.

Additional responsibilities include:

**1.  Technical Support**

* Provide IT helpdesk support to WCCTV employees for network issues, hardware issues and printers etc. Escalate complex issues to upper levels within the IT department as needed.
* Administration of the in-house telephone system.

**2.** **Training**

* Provide support and training to WCCTV employees on new equipment, products, hardware/software updates to new and existing employees.
* Assist in the development of technical support procedural documents and other appropriate documents for Customer Services and other internal or external customers
* Provide IT Security training to employees
* Provide program training

**3. Hardware and Network Support**

* Purchase new equipment (PCs, printers etc) as required to meet employee’s job requirements, following WCCTV purchasing procedures and budget constraints
* Maintain IT equipment stock levels to the agreed quantity
* Setup new offices with network cabinets, UPS, firewalls, etc.
* Maintain an accurate asset register of PC’s, phones, printers and other hardware.
* Set up new employee’s PCs, laptops, mobile and desk phones to meet job requirements and access to relevant systems, Microsoft office and other programs ensuring appropriate password and security setting set up is implemented and deployed.
* Basic administration of WCCTV’s Active Directory, including password resets and unlocking of accounts.
* Ensure all software and hardware requests are compatible.
* Proactively monitor WCCTV’s backup systems and highlight any errors on a daily basis
* Monitor security of the system and ensure malware systems are working effectively.
* Take IT issues raised by users, concerning hardware/software problems, log them and perform initial diagnosis. Escalate to line Manager where necessary.
* Monitor the IT systems effectiveness and propose improvements/solutions based on findings
* Ensure de-commissioned equipment is removed from the asset register and disposed of in line with WCCTV Environmental policy

**5. Customer First**

* Ensure that internal and external customers are dealt with courteously and efficiently at all times.
* Assist as a priority any external customers who require technical help (i.e. problem solving and troubleshooting).
* Ensure all customer contact including technical calls, customer queries are logged.

**6.  Quality**

* To ensure that all procedures are adhered to as stipulated in the WCCTV Quality Procedures and Quality Policy in accordance with the ISO 9001:2015 standard.
* Ensure all activity is conducted within appropriate security guidelines including ISO27001

Any other duties within the level of competence as requested by the Managers or Directors of the Company.

**Education and Experience Requirements:**

* High school diploma or equivalent required; Associates degree is computers, networking or related discipline preferred. *CompTIA A+* Certification or similar a plus.
* Minimum of 2 years of previous IT helpdesk experience in a corporate environment required. Understanding of an IT helpdesk function, operations and ticketing system.
* Excellent computer hardware and software knowledge and troubleshooting skills to include thorough understanding of O365 and Active Directory, general PC installation, desktop peripherals, and general printer/copier technical support skills, MS Windows, MS Office (Outlook, Excel, Word, etc.), MS Teams, Skype and telecom products.
* Demonstrated effective time management, planning and organization skills along with ability to multi-task as this is a “hands on” role.
* Effective problem solving skills, initiative and quality focused – right first time approach.
* **Demonstrated high attention to details and c**apable of carrying out a given task with all details necessary to get the task done well
* Demonstrated customer service excellence attitude and ability to work effective within a team
* Physical requirements include seeing, lifting and carrying up to 50 pounds regularly, bending, reaching and fine motor skills/hand dexterity for the use of tools and computer equipment.

Work hours are Monday through Friday generally between the hours of 8:00 am and 5:30 pm; some overtime is required.

**Compensation and Benefits:**

* Competitive salary, Company provided medical, dental, vision and life insurance along with 401(k) Plan with Company match.
* 10 days of vacation/paid time off (increases with length of service) along with 7 paid Company holidays.

Interested applicants should send their resume to: humanresourcesUS@wcctv.com

WCCTV is committed to the success of its employees and demonstrates this through our development of people. The successful candidate can expect to receive comprehensive training, coaching and support as well as opportunities for advancement.

**WCCTV is an Equal Opportunity Employer.**