

## Job title: 2<sup>nd</sup> Line Support Engineer

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Are you a talented and enthusiastic IT professional seeking an exciting new opportunity?

We are currently looking for a 2<sup>nd</sup> Line Engineer to join our energetic and progressive support team. If you're looking for your next challenge then this is a superb opportunity to develop your career with a well-established, forward-thinking business.

As an accredited partner of Microsoft, WatchGuard and HP, we offer the chance to significantly increase your skill-set and work with industry-leading tools on a daily-basis. You'll be tasked with supporting SME customers throughout East Anglia.

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### Purpose of Position:

- Responding to support escalations and 2<sup>nd</sup> line remediation (including being the primary on-site presence)
- Delivery of projects to agreed timescales, in a professional, structured and communicative manner, including: computer installations and upgrades, server installations and upgrades, implementation of Office 365 (Exchange, SharePoint, etc.), LAN/WAN improvements, and VPNs. Please note, this is not an exhaustive list
- Providing expert technical assistance and a high level of customer focused support

### Typical Work Activities:

In this exciting and varied role, you will deliver excellent customer service and produce solutions to a wide range of IT problems, as part of a structured team.

Working with a portfolio of around 300 customers you will install and administer servers, computers, mobile devices, software and networks, and maintain them to a high level of operational service.

Additionally, you will have input into the research and implementation of emerging technologies, to help ensure that we retain our market-leading status.

You will be primarily based at our custom-built, modern office in Great Yarmouth.

### Necessary skills:

- Strong communication skills and the ability to "think on your feet" and effectively problem-solve
- An analytical and methodical approach to issue resolution
- GCSE Information Technology, English and Maths grades C or above (or equivalent qualifications)
- At least 3 years in a 2<sup>nd</sup> line IT support role, predominantly consisting of implementing, supporting and troubleshooting Windows operating systems and networks
- The ability to self-manage structured projects, ensuring an implementation aligned with the company's values and best practices
- A full driving license and acceptable driving record
- Pragmatic and methodical problem-solving skills
- Dedication to delivering excellent customer service and intelligent solutions
- A "can-do" attitude, the willingness to go the extra mile and strong communication skills
- The ability to lead/motivate others and work under pressure with plenty of initiative will all be key

### Desirable skills:

- Experience of working for a service provider or within a managed service environment
- CompTIA A+, N+ or S+ certifications or Microsoft certification such as an MCP (or equivalent)

Please note, this is a permanent position.